



RockStat

April 12, 2012

Public Safety

Operations Reports

Rockford Police Department

Rockford Housing Authority

Rockford Fire Department

Public Works

Community & Economic Development

Rockford Police Department

PRESENTED BY:
Deputy Chief Lori Sweeney

Rockford Police Department

Scorecard

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Group A Offenses | | | | | | | | | | | | | |
| Benchmark | 1,487 | 1,269 | 1,830 | 1,874 | 2,006 | 1,978 | 2,077 | 2,076 | 1,861 | 1,822 | 1,753 | 1,451 | 4,586 |
| 2012 | 1,485 | 1,227 | 1,748 | | | | | | | | | | 4,460 |
| Group B Offenses | | | | | | | | | | | | | |
| Benchmark | 1,221 | 1,225 | 1,518 | 1,428 | 1,445 | 1,387 | 1,365 | 1,437 | 1,270 | 1,210 | 1,141 | 970 | 3,964 |
| 2012 | 1,014 | 990 | 1,161 | | | | | | | | | | 3,165 |
| Percent Group A Offenses Cleared by Arrest or Exception | | | | | | | | | | | | | |
| Benchmark | 40.8% | 54.9% | 37.2% | 34.5% | 34.7% | 30.1% | 27.5% | 32.0% | 34.0% | 35.3% | 34.7% | 40.2% | 40.1% |
| 2012 | 41.6% | 45.0% | 42.3% | | | | | | | | | | 42.8% |

**benchmark is the average of 2009-2011.

**Score based on Standard Deviation of 3 yrs of Month data except Clearances based on 5% Deviation.

Rockford Police Department

Dashboard

Last Month vs This Month

| GROUP A OFFENSES | | | |
|-----------------------------|----------|----------|----------|
| | FEB 2012 | MAR 2012 | % CHANGE |
| City | 1,227 | 1,748 | 42.46% |
| District 1 | 478 | 641 | 34.10% |
| West ADP | 33 | 42 | 27.27% |
| West Weed & Seed | 42 | 52 | 23.81% |
| District 2 | 396 | 577 | 45.71% |
| East ADP | 28 | 52 | 85.71% |
| East Weed & Seed | 75 | 114 | 52.00% |
| District 3 | 297 | 393 | 32.32% |

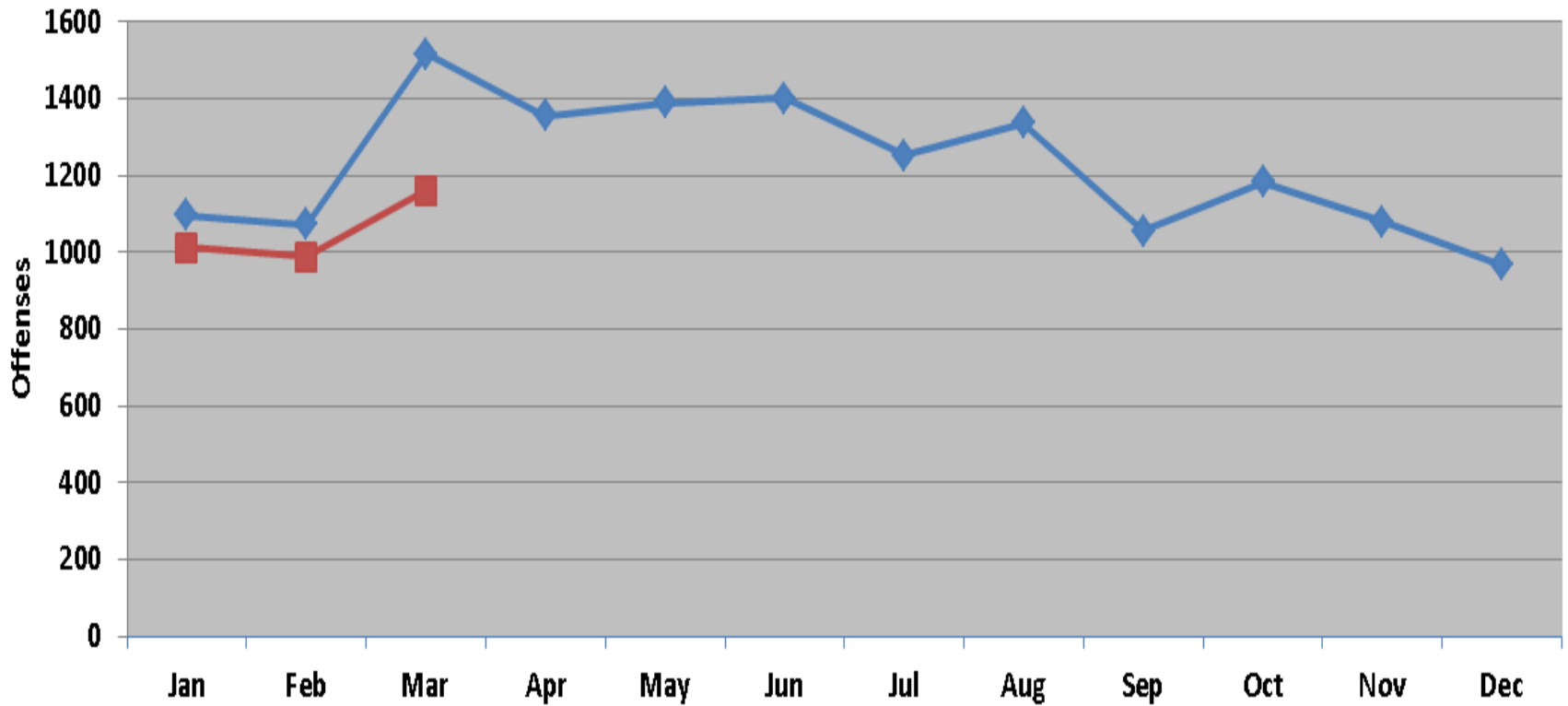
YTD '11 vs YTD '12

| GROUP A OFFENSES | | | |
|-----------------------------|----------|----------|----------|
| | YTD 2011 | YTD 2012 | % CHANGE |
| City | 4,027 | 4,460 | 10.75% |
| District 1 | 1,494 | 1,678 | 12.32% |
| West ADP | 94 | 125 | 32.98% |
| West Weed & Seed | 103 | 129 | 25.24% |
| District 2 | 1,426 | 1,449 | 1.61% |
| East ADP | 105 | 103 | -1.90% |
| East Weed & Seed | 275 | 287 | 4.36% |
| District 3 | 948 | 1,068 | 12.66% |

Rockford Police Department

Dashboard

Group B Offenses



Rockford Police Department

NIBRS Crimes Against Persons and Property

| IDENTIFIED CRIMES AGAINST PERSONS | 2010 YTD | 2011 YTD | 2012 YTD |
|---|-----------------|-----------------|-----------------|
| 09A Murder & Nonnegligent Manslaughter | 3 | 3 | 2 |
| 09B Negligent Manslaughter | 0 | 0 | 0 |
| 09C Justifiable Homicide | 0 | 0 | 0 |
| 100 Kidnapping/Abduction/Unlawful Restraint | 17 | 9 | 13 |
| 11A Forcible Rape | 17 | 29 | 23 |
| 11B Forcible Sodomy | 3 | 7 | 2 |
| 11C Sexual Assault With an Object | 0 | 0 | -1 |
| 11D Forcible Fondling | 8 | 17 | 10 |
| 13A Aggravated Assault | 372 | 318 | 303 |
| 13B Simple Assault | 986 | 847 | 886 |
| 13C Intimidation | 154 | 116 | 141 |
| IDENTIFIED CRIMES AGAINST PROPERTY | | | |
| 120 Robbery | 70 | 97 | 101 |
| 220 Burglary/Breaking & Entering | 431 | 305 | 369 |

*The above NIBRS offenses have been identified for discussion in Rockstat. This is not a complete list of NIBRS Crimes Against Persons and Crimes Against Property. A complete list and offense count is available on the City of Rockford website.

Rockford Police Department

Aggravated Assault

| GUN RELATED AGGRAVATED ASSAULTS | 2010 YTD | 2011 YTD | 2012 YTD |
|--|-----------------|-----------------|-----------------|
| 041A Aggravated Battery - Handgun | 13 | 23 | 13 |
| 041B Aggravated Battery - Other Firearm | 1 | 3 | 1 |
| 051A Aggravated Assault - Handgun | 38 | 27 | 24 |
| 051B Aggravated Assault - Other Firearm | 1 | 4 | 2 |
| 051B Aggravated Assault (Discharged a Firearm) | 0 | 1 | 0 |
| 0650 Home Invasion (Discharges Firearm-Caused Injury) | 0 | 0 | 1 |
| 1410 Aggravated Discharge of a Firearm | 14 | 14 | 14 |
| 1410 Aggravated Discharge of a Firearm (At or into an occupied building) | 24 | 23 | 18 |
| 1410 Aggravated Discharge of a Firearm (Discharged in the direction of a person) | 17 | 9 | 15 |
| ALL OTHER AGGRAVATED ASSAULTS | 0 | 0 | 0 |
| 0420 Aggravated Battery - Knife/Cutting Instrument | 12 | 10 | 8 |
| 0430 Aggravated Battery - Other Weapon | 26 | 27 | 26 |
| 0440 Aggravated Battery - Hands/Fist/Feet - Great Bodily Harm | 24 | 16 | 14 |
| 0445 Aggravated Battery (Peace Officer, Correctional Officer, Fireman) GBH | 1 | 1 | 2 |
| 0445 Aggravated Battery (Public Way) - Great Bodily Harm | 3 | 2 | 0 |
| 0445 Aggravated Battery (Teacher) - Great Bodily Harm | 1 | 0 | 0 |
| 0445 Aggravated Battery of A Child - Great Bodily Harm | 4 | 0 | 1 |
| 0445 Aggravated Domestic Battery -Great Bodily Harm | 9 | 8 | 13 |
| 0470 Reckless Conduct (Caused Bodily Harm) | 1 | 0 | 1 |
| 0485 Aggravated Battery of Child | 3 | 2 | 2 |
| 0488 Aggravated Domestic Battery | 60 | 47 | 57 |
| 0495 Aggravated Battery of a Senior Citizen - Great Bodily Harm | 1 | 1 | 1 |
| 0520 Aggravated Assault - Knife/Cutting Instrument | 17 | 25 | 14 |
| 0530 Aggravated Assault - Other Weapon | 8 | 11 | 18 |
| 0530 Aggravated Assault (Deadly Weapon) | 2 | 2 | 1 |
| 0650 Home Invasion - Great Bodily Harm | 0 | 1 | 0 |
| 1564 Criminal Transmission of HIV | 1 | 0 | 0 |

Rockford Police Department

Simple Assault

| SIMPLE ASSAULT | 2010 YTD | 2011 YTD | 2012 YTD |
|---|-----------------|-----------------|-----------------|
| 0445 Aggravated Battery (Other) | 8 | 5 | 2 |
| 0445 Aggravated Battery (Peace Officer, Correctional Officer, Fireman) | 20 | 6 | 10 |
| 0445 Aggravated Battery (Physically Handicapped Person) | 2 | 0 | 5 |
| 0445 Aggravated Battery (Pregnant Victim) | 6 | 19 | 3 |
| 0445 Aggravated Battery (Public Way) | 7 | 6 | 4 |
| 0445 Aggravated Battery (Teacher) | 27 | 15 | 25 |
| 0445 Aggravated Battery of A Child | 4 | 6 | 4 |
| 0460 Battery (Simple) | 319 | 304 | 258 |
| 0486 Domestic Battery | 542 | 476 | 489 |
| 0495 Aggravated Battery of a Senior Citizen (No Injury Occurred) | 4 | 0 | 0 |
| 3100 Mob Action (Inflicted Injury) | 13 | 16 | 11 |
| 3710 Resisting/Obstructing an Officer (Physical Confrontation) | 85 | 4 | 0 |

Rockford Police Department

Robbery

| 120 ROBBERY | 2010 | 2011 | 2012 |
|--|-------------|-------------|-------------|
| 0312 Armed Robbery - Knife/Cutting Instrument | 5 | 10 | 7 |
| 0313 Armed Robbery - Other Weapon | 3 | 3 | 4 |
| 031A Armed Robbery - Handgun | 33 | 43 | 44 |
| 031B Armed Robbery - Other Firearm | 1 | 4 | 3 |
| 0320 Robbery - Strong arm | 27 | 28 | 35 |
| 0325 Vehicular Hijacking | 0 | 5 | 2 |
| 0326 Aggravated Vehicular Hijacking | 1 | 1 | 2 |
| 0330 Aggravated Robbery | 4 | 5 | 4 |
| 0770 Vehicular invasion | 1 | 0 | 1 |

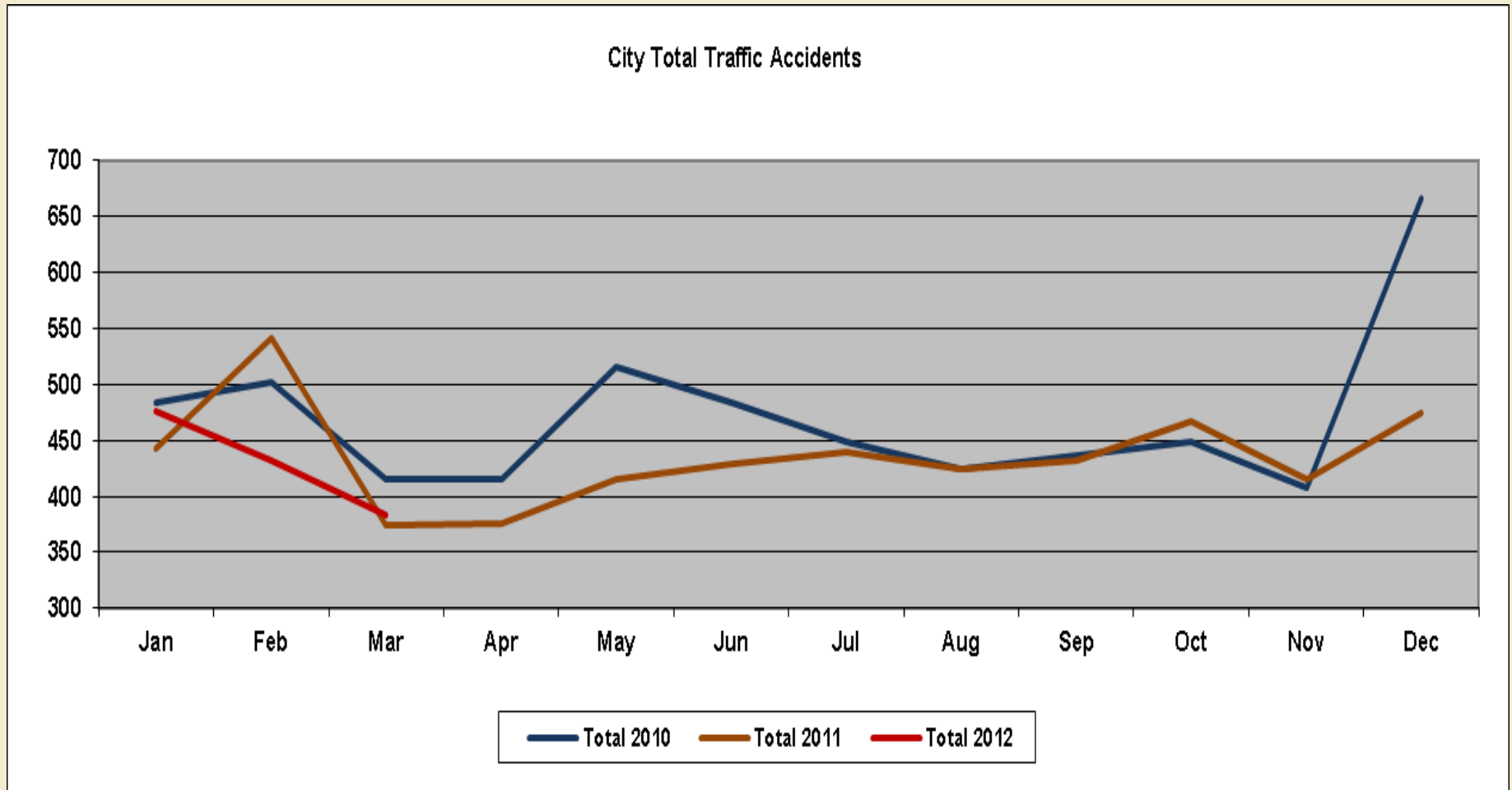
Rockford Police Department

Burglary

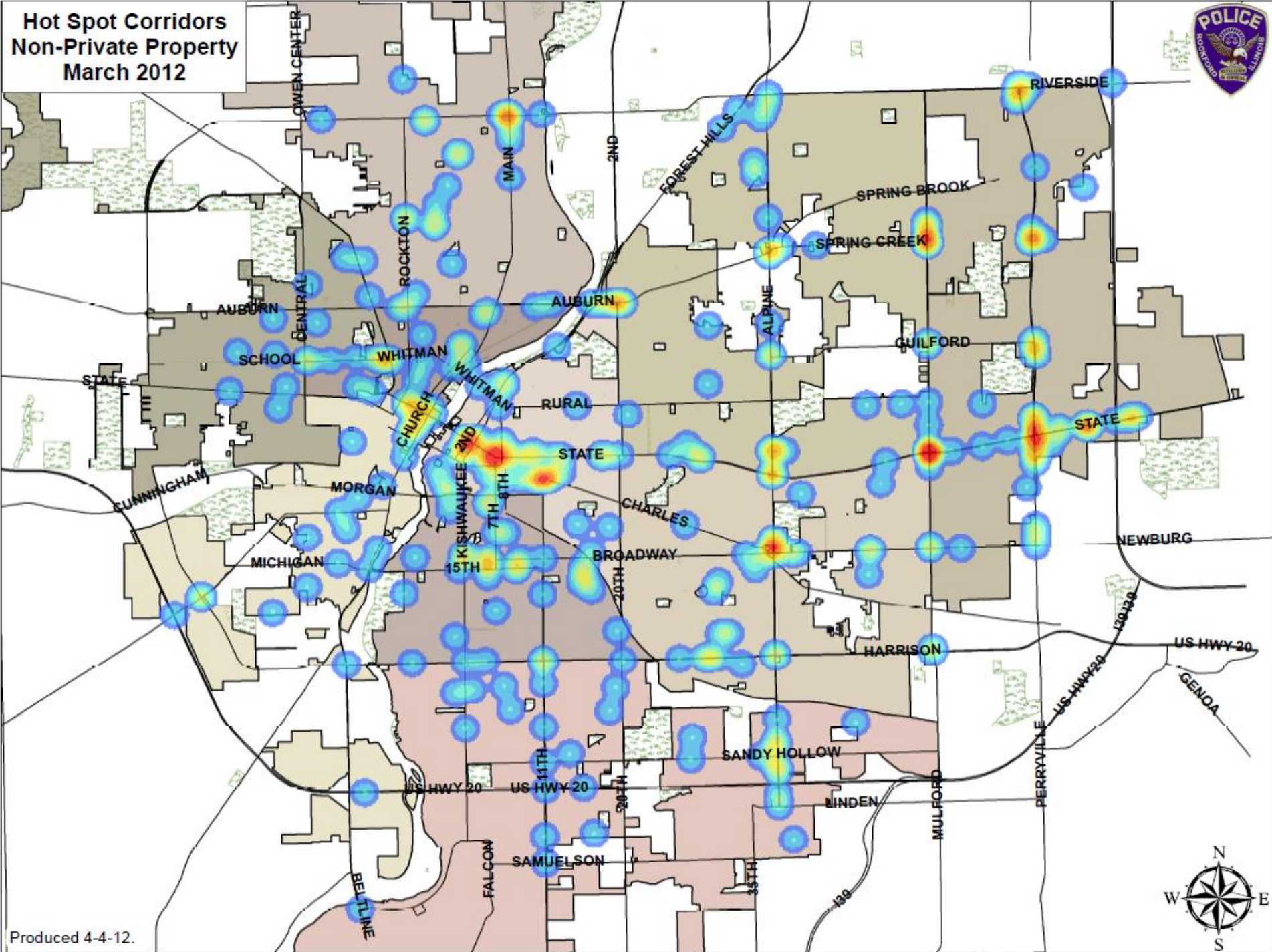
| 220 BURGLARY | 2010 | 2011 | 2012 |
|--|-------------|-------------|-------------|
| 0610 Burglary - Forced Entry (Non-Residence) | 88 | 64 | 78 |
| 0620 Burglary - No Forced Entry (Non-Residence) | 45 | 35 | 52 |
| 0625 Burglary - Forced Entry-Residence | 179 | 153 | 190 |
| 0626 Burglary - No Forced Entry-Residence | 111 | 93 | 87 |
| 0650 Home Invasion | 11 | 6 | 6 |

Rockford Police Department

Total Traffic Accidents



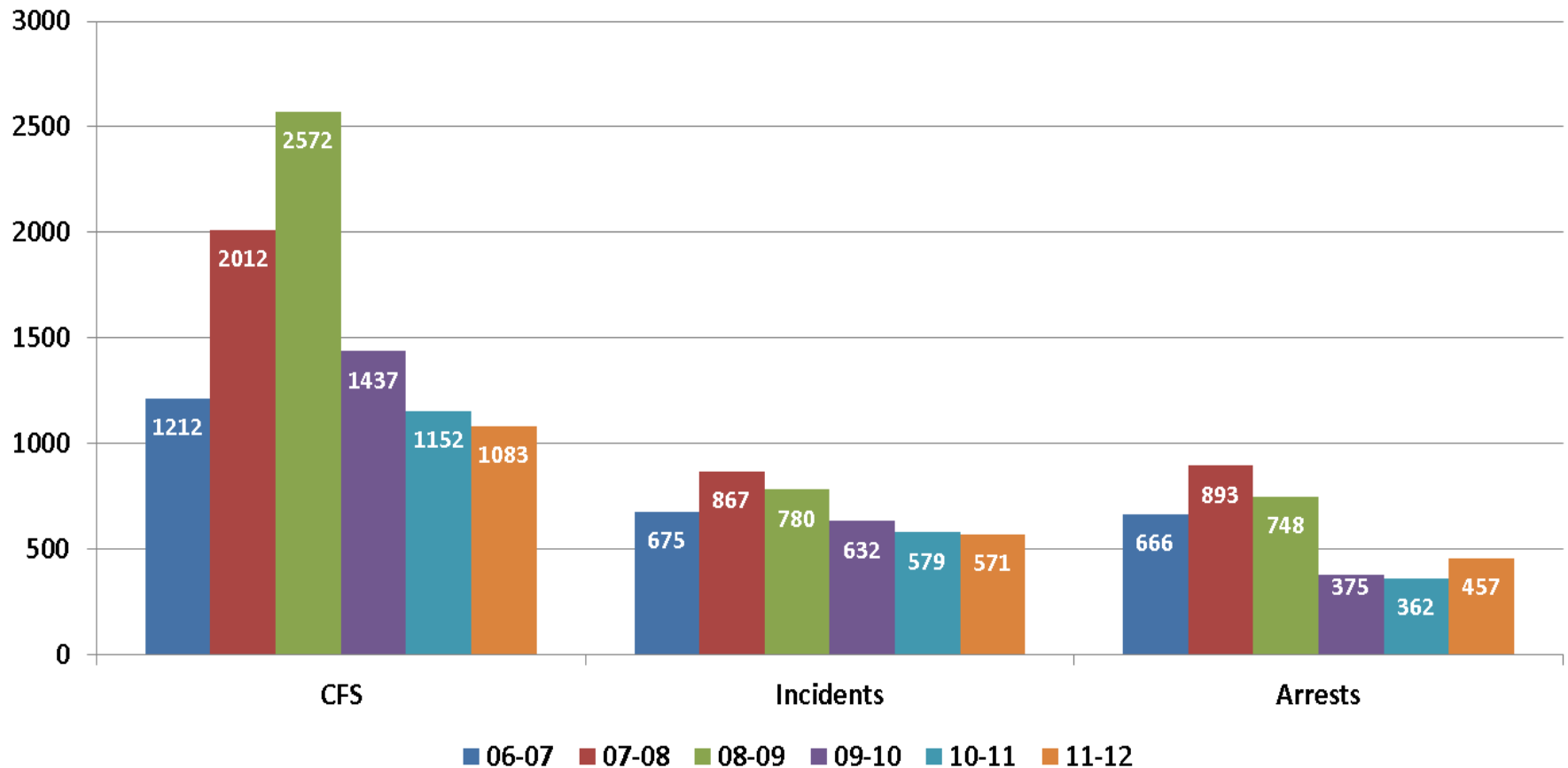
Hot Spot Corridors
Non-Private Property
March 2012



Rockford Police Department

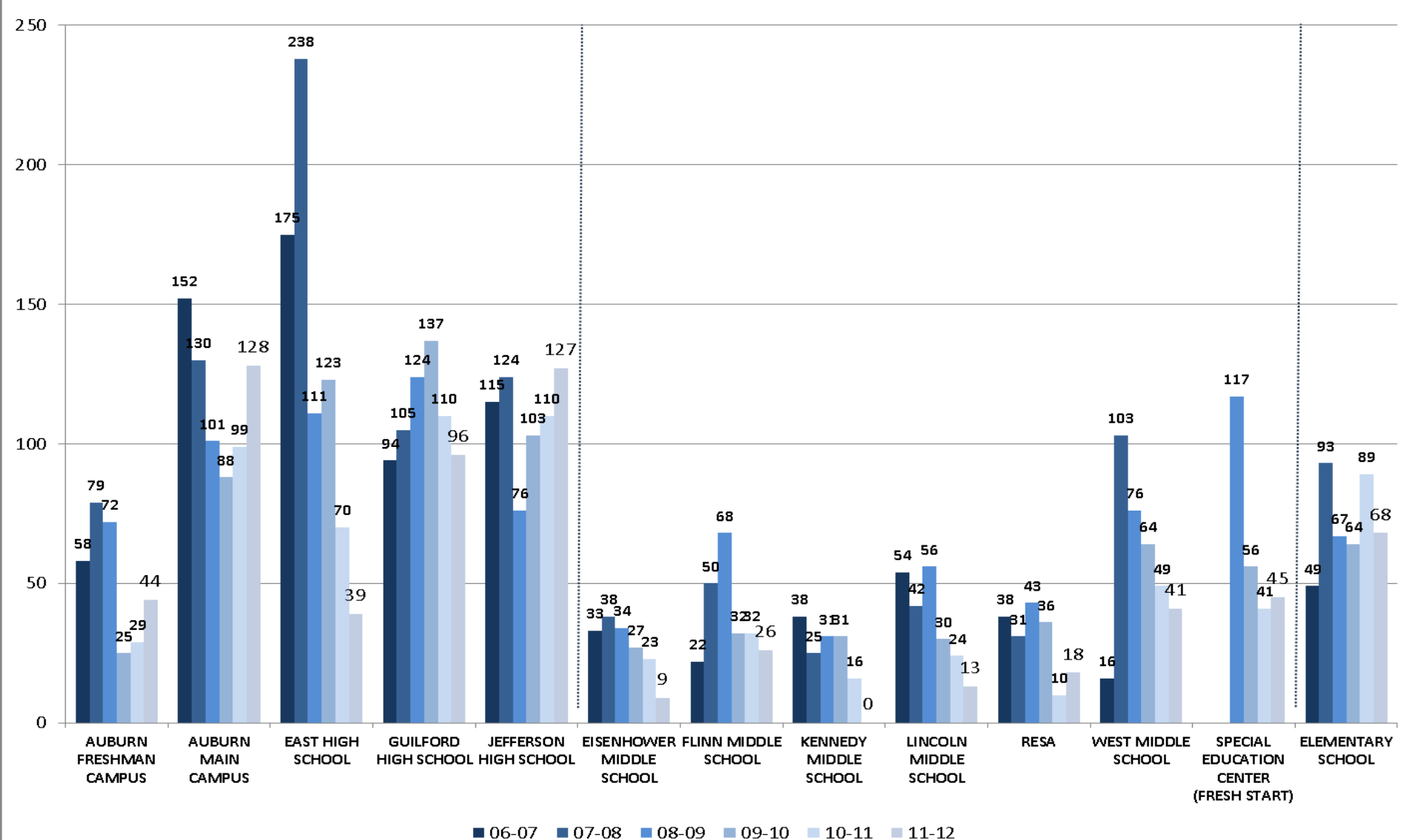
Overall School Crime Statistics

YTD School Years through March 31



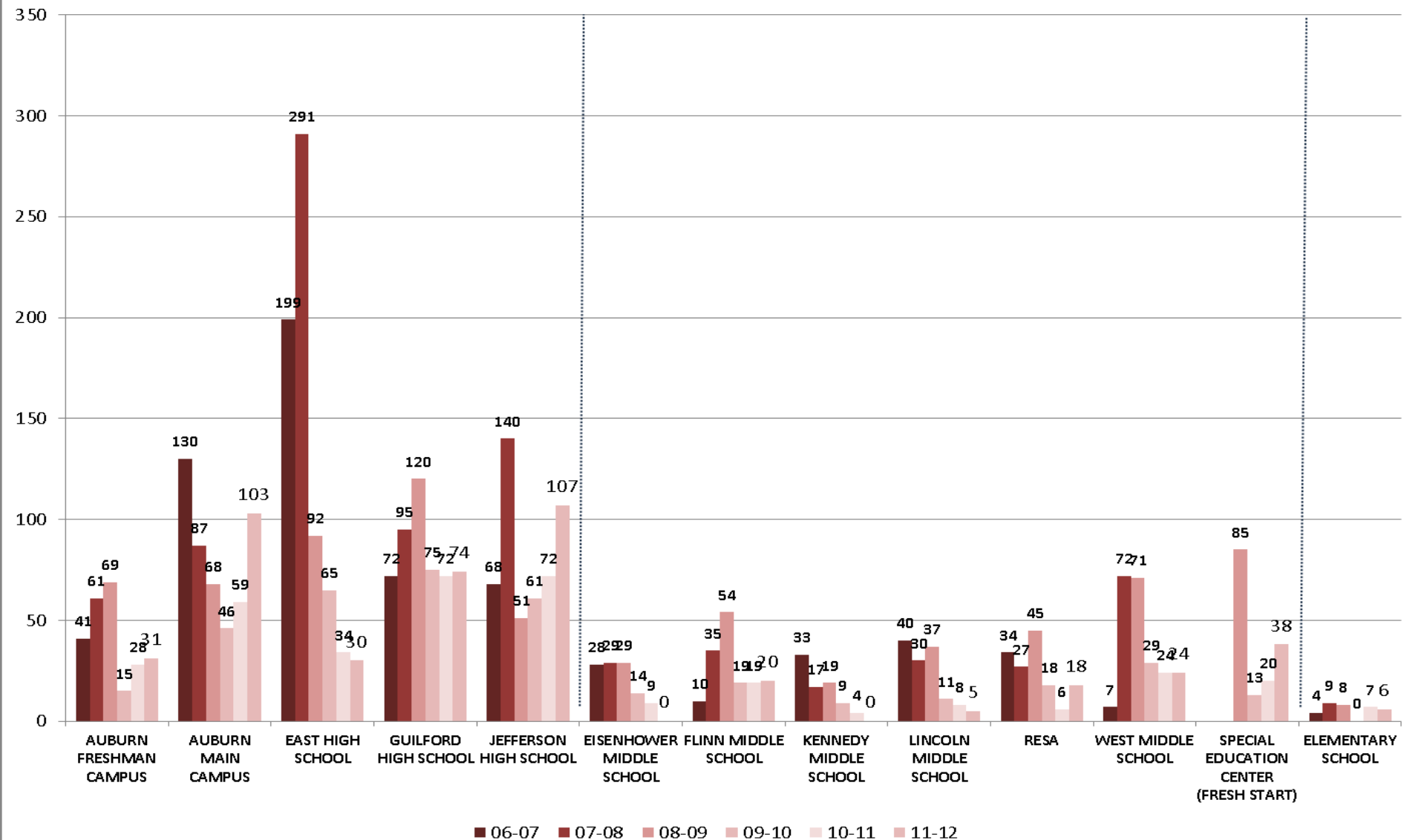
Rockford Police Department

Offenses for each School Year through March 31



Rockford Police Department

Arrests for each School Year through March 31



Rockford Police Department

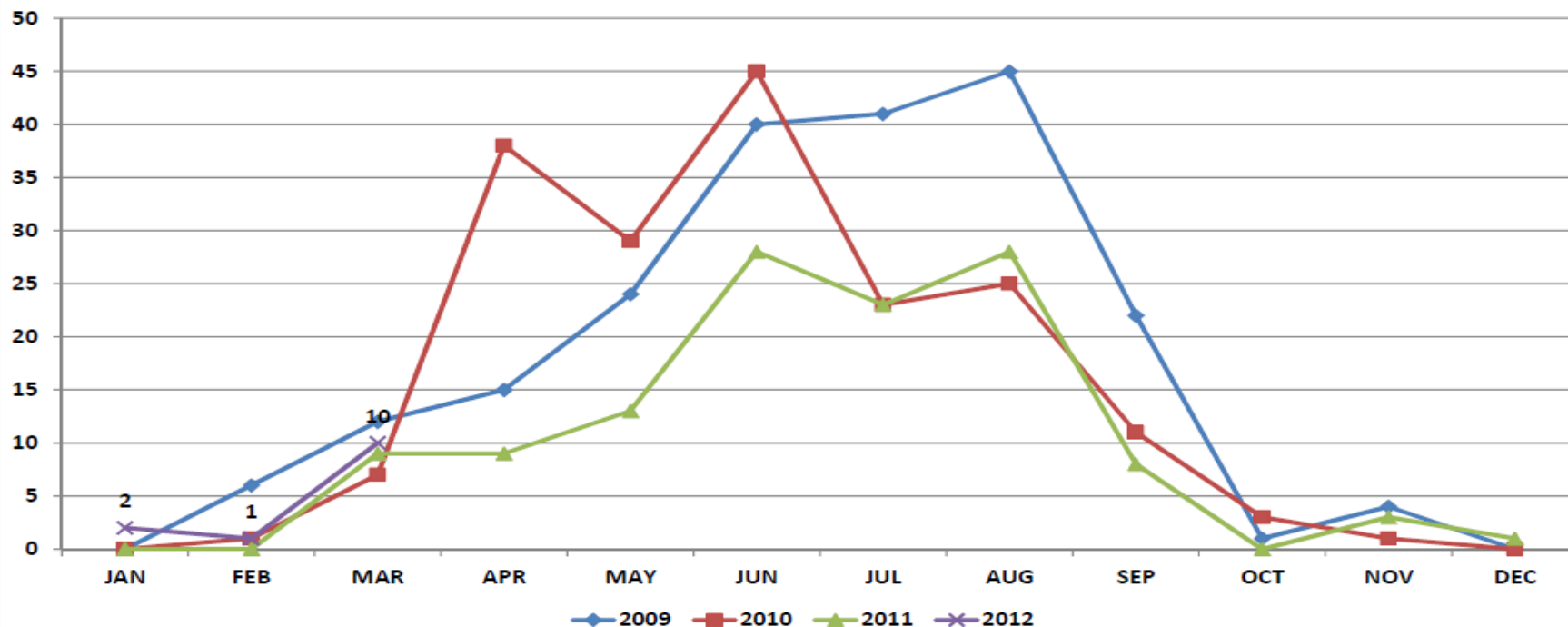
Citywide Vehicle Sound Amplification Summary

| Calls for Service | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|-------------------|--------|-------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2011 | 6 | 8 | 16 | 22 | 49 | 44 | 27 | 28 | 23 | 12 | 11 | 8 |
| 2012 | 9 | 8 | 47 | | | | | | | | | |
| % CHANGE | 50.00% | 0.00% | 193.75% | | | | | | | | | |

| Citations | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|-----------|---------|---------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2011 | 0 | 0 | 1 | 7 | 10 | 14 | 5 | 11 | 3 | 0 | 1 | 0 |
| 2012 | 2 | 1 | 1 | | | | | | | | | |
| % CHANGE | #DIV/0! | #DIV/0! | 0.00% | | | | | | | | | |

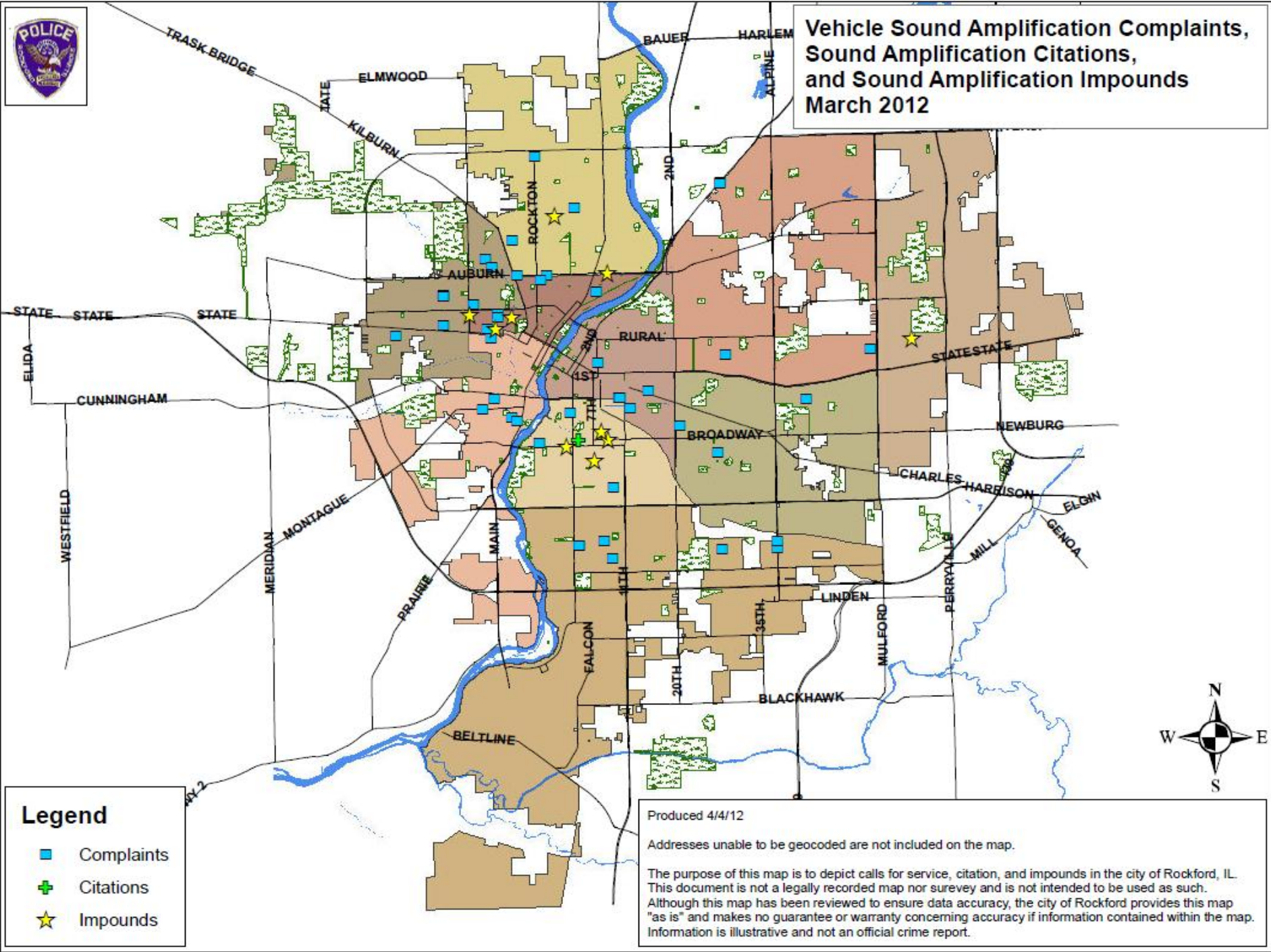
| Impounds | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |
|----------|---------|---------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2011 | 0 | 0 | 9 | 9 | 13 | 28 | 23 | 28 | 8 | 0 | 3 | 1 |
| 2012 | 2 | 1 | 10 | | | | | | | | | |
| % CHANGE | #DIV/0! | #DIV/0! | 11.11% | | | | | | | | | |

City Ordinance - Sound Amplification Impounds





Vehicle Sound Amplification Complaints, Sound Amplification Citations, and Sound Amplification Impounds March 2012



Rockford Police Department

Achievements

- Theft of Motor Vehicle Parts/Accessories decreased 14.29% (2 offenses) from last month, but is up 27.27% (9 offenses) YTD.
- Started another Citizen's academy
- Clean Sweep 5 & 6
- Started Summer Crime Initiative (S.H.I.F.T)
- Working with other entities to conduct more sweeps

Rockford Police Department

Areas of Improvement

- Robbery increased 144.44% (26 offenses) from last month, 4.12% (4 offenses) YTD, and 25.71% compared with an average of the last 3 years.
- Aggravated Assault increased 122.06% (83 offenses) from last month, but is down 4.72% (15 offenses) YTD, and up 13.82% compared with an average of the last 3 years.
- Burglary increased 49.43% (43 offenses) from last month, 20.98% (64 offenses) YTD, but is down 6.92% compared with an average of the last 3 years.
- Theft from Motor Vehicle increased 46.97% (31 offenses) from last month, 71.54% (88 offenses) YTD, and 31.08% compared with an average of the last 3 years.
- Motor Vehicle Theft increased 31.25% (5 offenses) from last month, but is down 24.49% (24 offenses) YTD and down 42.73% compared with an average of the last 3 years.
- Weapon Law Violations increased 61.11% (22 offenses) from last month, 47.96% (47 offenses) YTD, and 24.29% compared with an average of the last 3 years.

Rockford Police Department

Rockford Housing Authority Summary

- Weekly and monthly information exchanges take place between members of the Rockford Police Department and representatives of the Rockford Housing Authority (R.H.A.).
- These sessions allow for the exchange of arrest information and other crime related intelligence.
- The information is utilized by both entities for resource deployment, crime reduction strategy development, and administrative process follow through.
- The fundamental underlying goal is to reduce criminal activity on R.H.A. property along with improving the quality of life for the residents.

Rockford Police Department

RHA Security

Totals:

- 20 Total number of arrests on R.H.A. Developments or High Rise properties for March.
- 06 Were residents
- 14 Were non-residents
- 61 Total arrests for 2012

Breakdown By Property:

- | | |
|-----------------|---------------------|
| 03 Orton Keyes | 02 Brewington Oaks |
| 03 Fairgrounds | 00 North Main Manor |
| 10 Blackhawk | 01 Olesen Plaza |
| 01 Park Terrace | |

Breakdown By Type Crimes:

- | | |
|---|---------------------|
| 05 Drug Related Offenses | 01 Traffic Offenses |
| 07 Warrants | 05 Misc. Criminal |
| 07 Criminal Trespass to R.H.A. Property | |
| 04 Domestic Related Offenses | |

Rockford Police Department

RHA Security

Recoveries:

| | |
|--------|-------------------------|
| 5.0 | Gross Grams of Cannabis |
| 29.8 | Gross Grams of Cocaine |
| 0.0 | Gross Grams of Heroin |
| 80 | Pills of MDA |
| 00 | Guns Recovered |
| 895.00 | In U.S. Currency |

Recoveries By Property:

| | |
|----|--------------|
| 01 | Park Terrace |
| 02 | Fairgrounds |
| 01 | Blackhawk |

Rockford Police Department

RHA Security

Property Bans:

04 Issued by Rockford Police Department Personnel

*Officers have several options when it comes to accessing ban information.

They can:

- Check a name on their MDT as if they were checking a warrant and the ban will be displayed very similar to a warrant entry.
- Have the 911 Communications Center run a subject for a ban check.
- Any Metro Enforcement Officer or their office's dispatch center can check for bans.

Rockford Police Department

RHA Client/Service Cancellation

- The RPD conducts a monthly analysis of all Rockford RHA clients to determine involvement in criminal activity related to acts of violence or illegal drug activity.
- At an end of month meeting between representatives of the RPD and RHA, information is exchanged on these clients.
- RHA then conducts an internal review of the information and determines if the client's service's that are administered by RHA are applicable for cancellation.
- The results of the review are then acted upon and the RPD is informed of the action being taken by RHA.
- The overall goal of this review is to ensure only those that truly require the assistance of RHA services receive them. Also, it further aids in providing a safer community for all.

Rockford Police Department

RHA Client/Service Cancellation

March of 2012 Results:

05 R.H.A. clients who reside in the agency's owned properties were referred for service cancellation.

04 R.H.A. clients who reside in non-agency owned properties were referred for service cancellation.

Rockford Police Department

Section 8 Housing

- It is a voucher that goes with the person
- Any house can be a section 8 house – just needs the landlords approval
- Any home can stop being a section 8 house – if a landlord doesn't like the situation
- Different procedures on how they revoke a voucher
- Vouchers are for varied amounts
- Creates a very mobile population

Rockford Police Department

CFS-Section 8 Housing

- A population in need of assistance – singled out due to CFS?
- Victim
- Witness
- Location of event
- Juvenile issues
- Someone in need of medical care
- Caller advising issues next door; drug activity, disorderly, shooting, etc

Rockford Police Department

Attacking the Issue

- Already in place – a report that captures top calls for service
- Post section 8 housing location monthly for officers to review – not always the CFS location
(N. Independence as example)
- Review for section 8 housing SharePoint
- Review for acts that may lead to revocation
- Work with RHA team to eliminate the issue



PRESENTED BY:
Kevin Martin-Security Analyst

Rockford Housing Authority

Dashboard-Security

| | | | | | | | | | | |
|-----------|------------|---------|-------------|---------|------------|--------|-------------|--------------|--------------|--------------|
| | | | | | | | | | | |
| Blackhawk | Brewington | Buckbee | Fairgrounds | Midvale | North Main | Olesen | Orton Keyes | Park Terrace | Summit Green | Total |

Criminal Arrests on RHA Property

| | | | | | | | | | | | |
|-----------------------|----|----|---|----|---|---|---|----|---|---|-----------|
| Benchmark# | 10 | 11 | 0 | 29 | 0 | 3 | 4 | 22 | 3 | 0 | 81 |
| Jan-March 2012 | 23 | 9 | 0 | 23 | 0 | 1 | 1 | 34 | 6 | 0 | 97 |

****Benchmark is an average of Jan-March 2009-2011**

****Score is based on a standard deviation of previous 3yrs data**

Green-Normal Range; Yellow-Warning; Red-Abnormal, needs attention

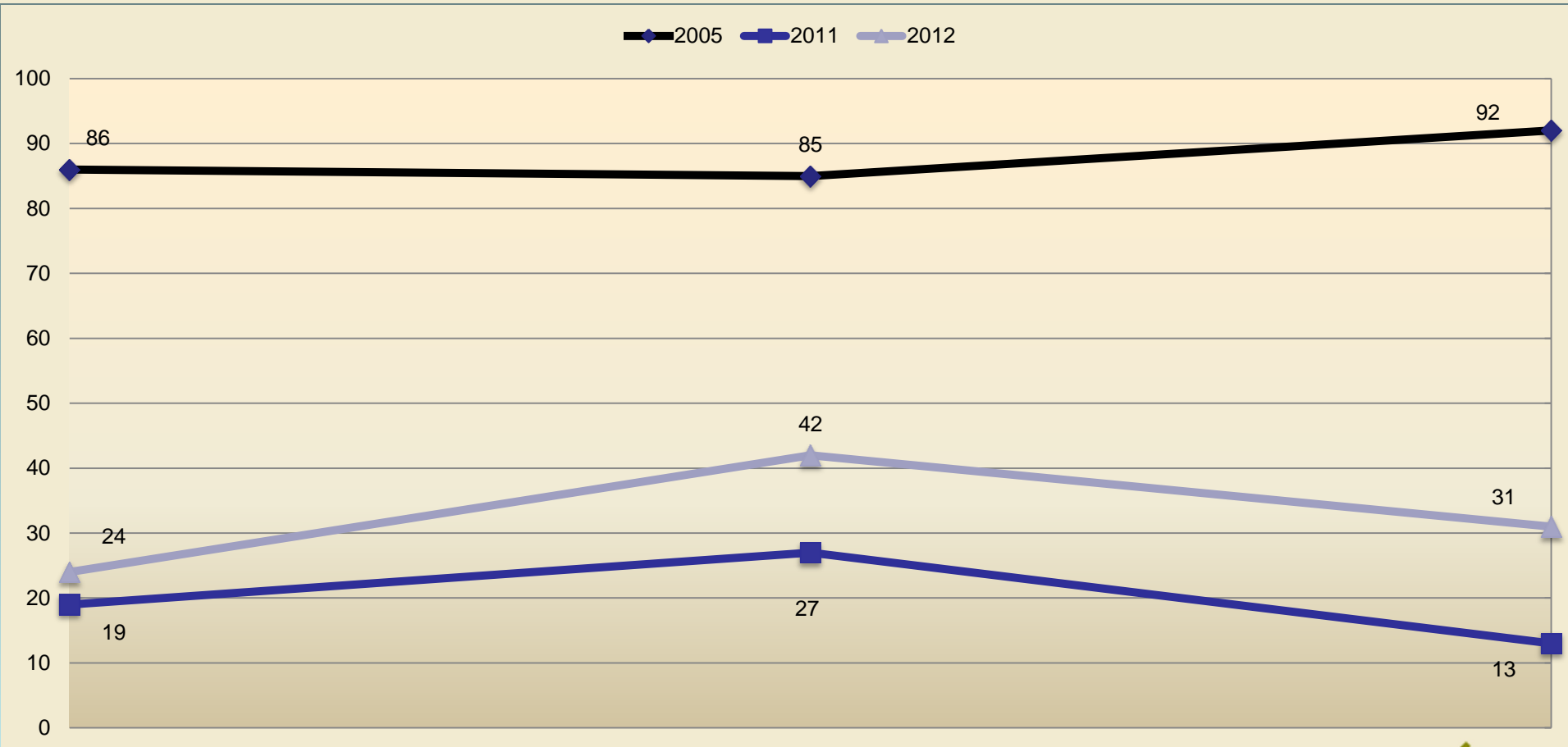
Excellence Everywhere

Rockford Housing Authority

Total Criminal Arrests

Jan.-March

2005 vs. 2011 vs. 2012

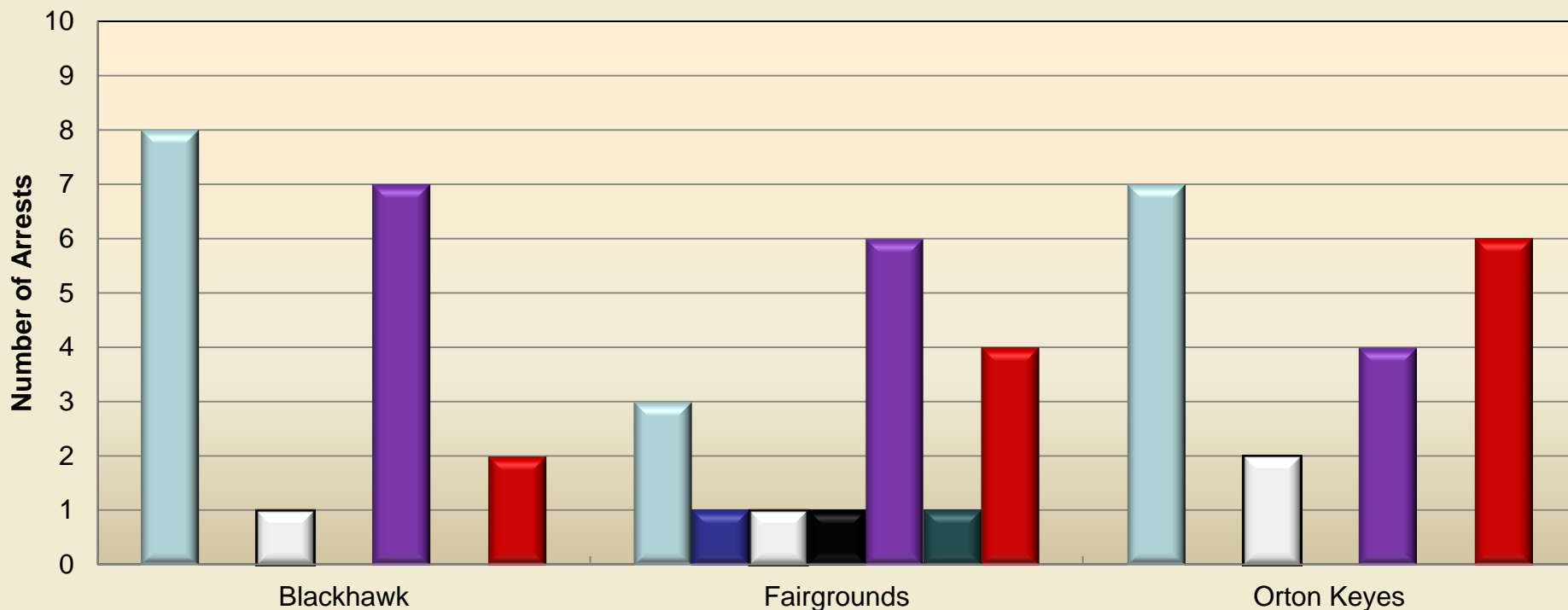


Rockford Housing Authority

Criminal Arrests - Family Developments

Jan.-March

2012



■ Criminal Trespass RHA Property

■ Possessing a Controlled Substance (C.S.A.)

■ Warrants (City/County)

■ Cannabis Control Act (CCA)

■ Delivery/Possession w/Intent to Deliver

■ Resisting a Police Officer

■ Weapons Violation

Rockford Housing Authority



Metro Enforcement provides reports on perceived security risks.

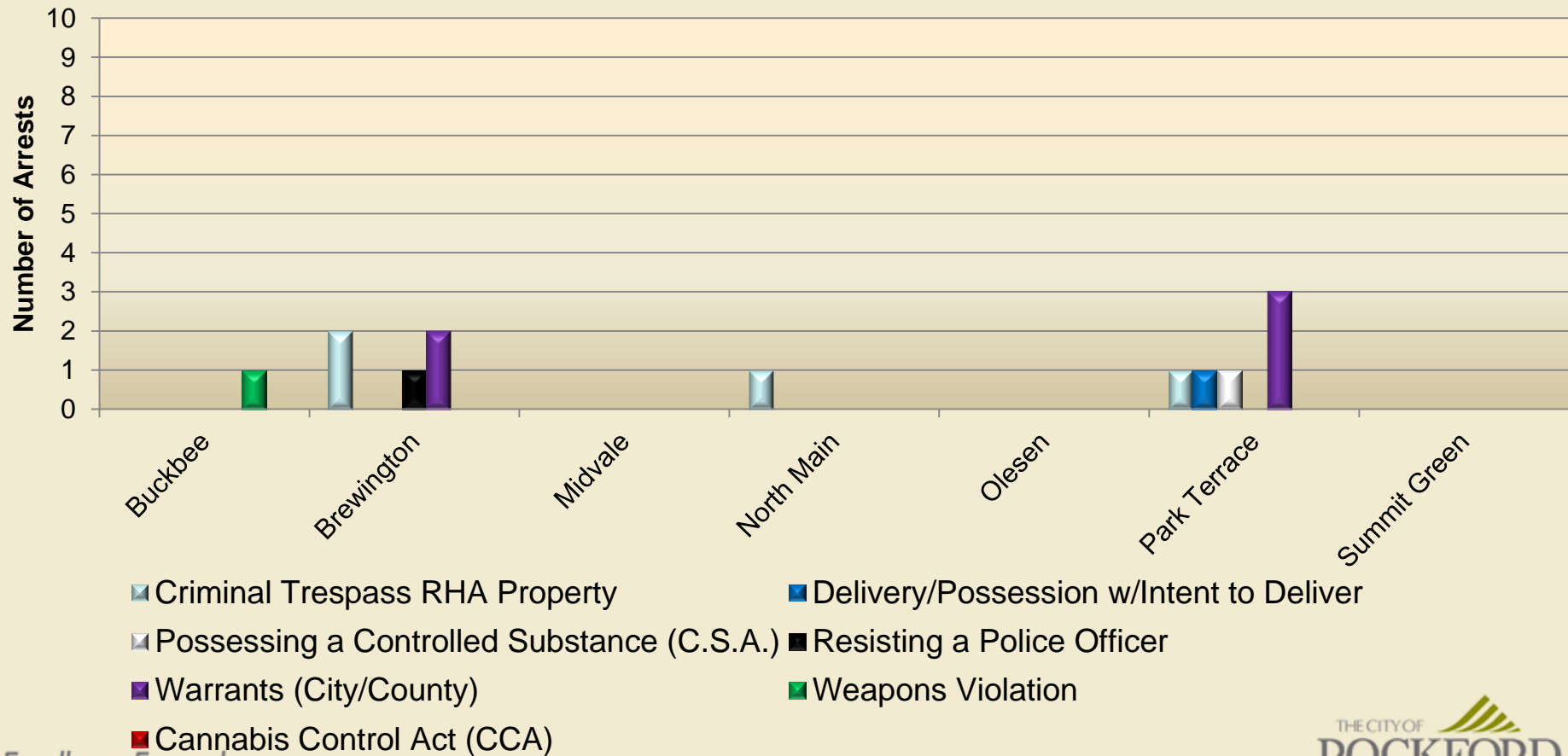
Rockford Housing Authority

Criminal Arrests

High/Low Rises

Jan.-March

2012

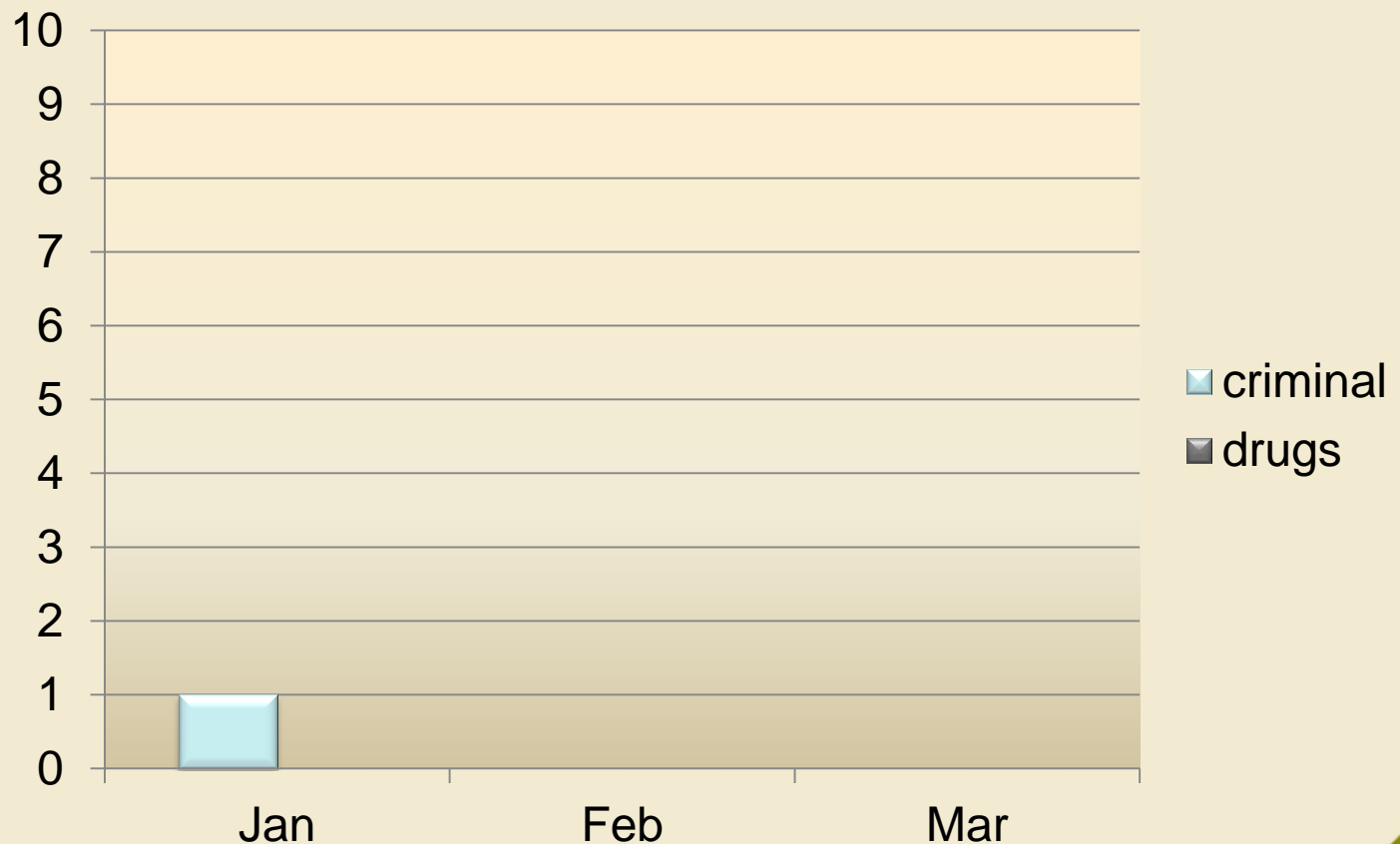


Rockford Housing Authority

Eviction Notices Served for Drug/Criminal Activity

Scattered Sites

Jan. – March 2012

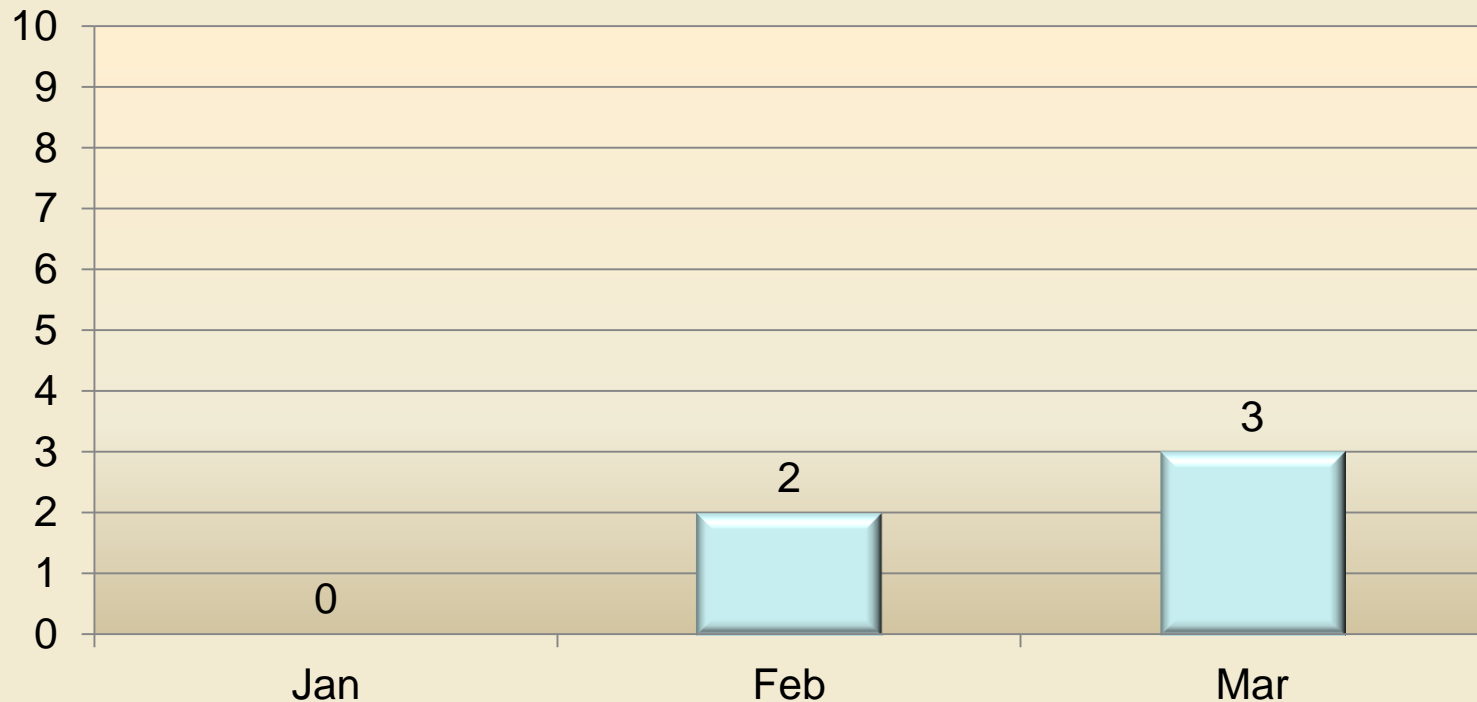


Rockford Housing Authority

Housing Choice Voucher (HCV)

Terminations

Jan. - March 2012

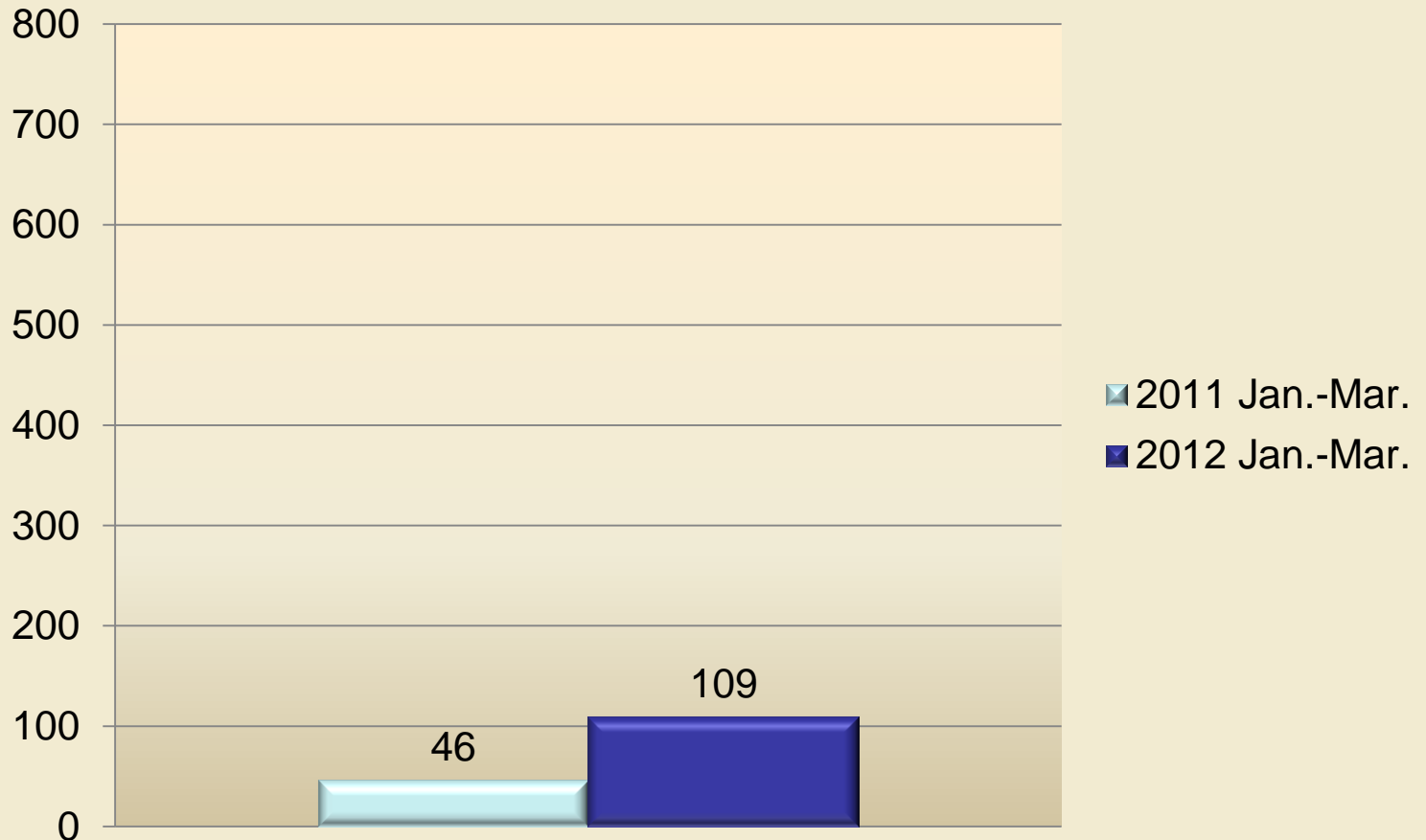


Four HCV police referrals also given, all of which are being served terminations.

Rockford Housing Authority

RHA Bans

Jan.-March 2011 vs. 2012



Rockford Housing Authority

Achievements

- Continued collaborative efforts with RCPD/RHA/Metro Enforcement is proving effective. Frequency of information sharing has been increased from weekly to daily.

Areas of Improvement

- Higher than normal number of criminal arrests for this time frame
- The higher than normal temperatures are causing a need to begin summer tactics sooner than in previous years.

Rockford Fire Department

PRESENTED BY:
Chief Derek Bergsten

Rockford Fire Department

2012 YTD Dashboard

| Measure | YTD Benchmark | Actual |
|--|----------------------|---------------|
| EMS & Search and Rescue Incidents | 4,487 | 4,596 |
| Total Fires | 139 | 160 |
| Structure Fire Incidents (Residential) | 52 | 55 |
| Structure Fire Incidents (Commercial) | 13 | 15 |
| Vehicle Fire Incidents | 35 | 28 |
| Outside Fire Incidents | 20 | 24 |
| Open Burning Incidents | 19 | 38 |
| Inspections | 744 | 2,386 |
| Arsons | 16 | 20 |
| Public Education Activities | 35 | 82 |

Rockford Fire Department

Total Incidents

| Incident Type | 2011 YTD | 2012 YTD | % Change | Diff | |
|--------------------------|-----------------|-----------------|-----------------|-------------|----------|
| Fire | 139 | 160 | 15.11% | 21 | ↑ |
| EMS & Search and Rescue | 4,487 | 4,596 | 2.43% | 109 | ↑ |
| Hazardous Condition | 147 | 128 | -12.93% | -19 | ↓ |
| Service/Good Intent Call | 390 | 370 | -5.13% | -20 | ↓ |
| False Alarm & False Call | 325 | 350 | 7.69% | 25 | ↑ |
| Other Incident Type | 21 | 22 | 4.76% | 1 | ↑ |
| Total | 5,509 | 5,626 | 2.12% | 117 | ↑ |

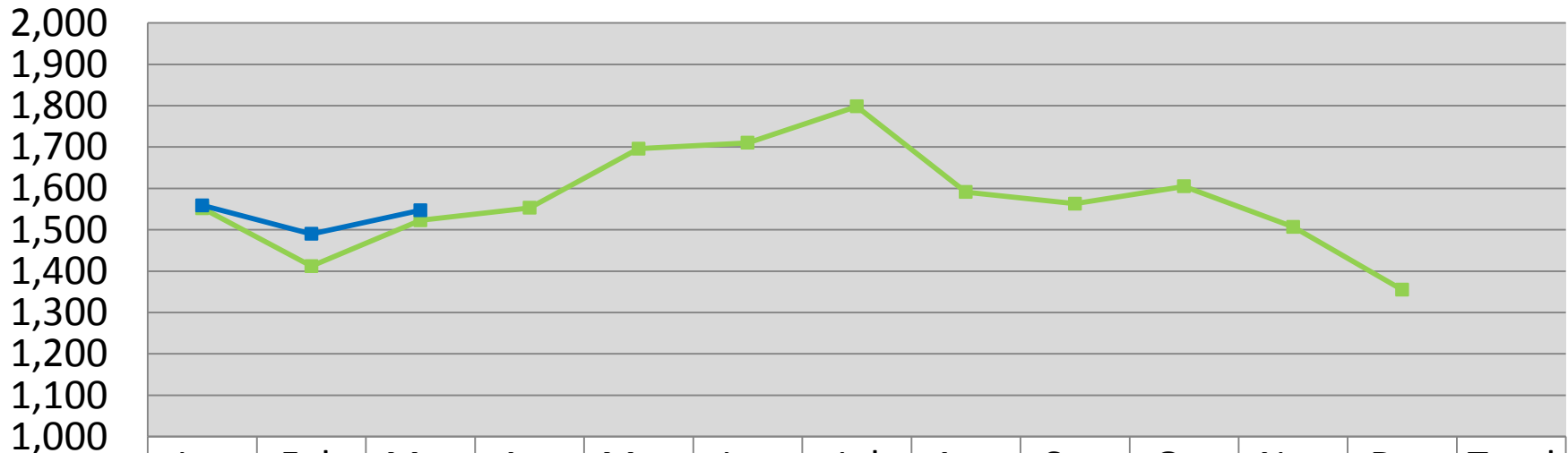
Rockford Fire Department

EMS & Search and Rescue Incidents

| Month | 2011 YTD | 2012 YTD | % Change | Diff | |
|------------------|--------------|--------------|--------------|------------|---|
| Jan | 1,552 | 1,559 | 0.45% | 7 | ↑ |
| Feb | 1,412 | 1,490 | 5.52% | 78 | ↑ |
| Mar | 1,523 | 1,547 | 1.58% | 24 | ↑ |
| Apr | 1,553 | | | | |
| May | 1,696 | | | | |
| Jun | 1,710 | | | | |
| Jul | 1,798 | | | | |
| Aug | 1,591 | | | | |
| Sep | 1,563 | | | | |
| Oct | 1,605 | | | | |
| Nov | 1,507 | | | | |
| Dec | 1,355 | | | | |
| YTD Total | 4,487 | 4,596 | 2.43% | 109 | ↑ |

Rockford Fire Department

EMS & Search and Rescue Incidents



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2011 | 1,552 | 1,412 | 1,523 | 1,553 | 1,696 | 1,710 | 1,798 | 1,591 | 1,563 | 1,605 | 1,507 | 1,355 | 4,487 |
| 2012 | 1,559 | 1,490 | 1,547 | | | | | | | | | | 4,596 |
| % Change | 0.45% | 5.52% | 1.58% | | | | | | | | | | 2.43% |

Rockford Fire Department

EMS & Search and Rescue Incidents

| Type | 2011 YTD | 2012 YTD | % Change | Diff | |
|-----------|----------|----------|----------|------|---|
| General | 4,251 | 4,328 | 1.81% | 77 | ↑ |
| MVA | 206 | 246 | 19.42% | 40 | ↑ |
| Rescue | 30 | 22 | -26.67% | -8 | ↓ |
| YTD Total | 4,487 | 4,596 | 2.43% | 109 | ↑ |

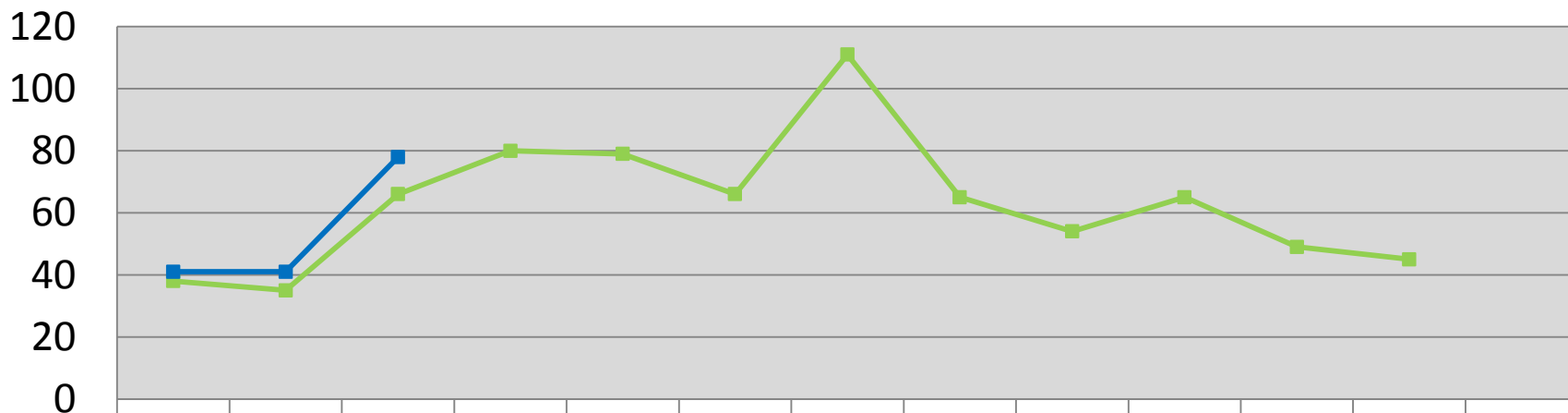
Rockford Fire Department

Fire Incidents

| Month | 2011 YTD | 2012 YTD | % Change | Diff | |
|------------------|------------|------------|---------------|-----------|---|
| Jan | 38 | 41 | 7.89% | 3 | ↑ |
| Feb | 35 | 41 | 17.14% | 6 | ↑ |
| Mar | 66 | 78 | 18.18% | 12 | ↑ |
| Apr | 80 | | | | |
| May | 79 | | | | |
| Jun | 66 | | | | |
| Jul | 111 | | | | |
| Aug | 65 | | | | |
| Sep | 54 | | | | |
| Oct | 65 | | | | |
| Nov | 49 | | | | |
| Dec | 45 | | | | |
| YTD Total | 139 | 160 | 15.11% | 21 | ↑ |

Rockford Fire Department

Fire Incidents



Rockford Fire Department

Fire Incidents

| Type | 2011 YTD | 2012 YTD | % Change | Diff | |
|-------------------------|------------|------------|---------------|-----------|---|
| Structure (Residential) | 52 | 55 | 5.77% | 3 | ↑ |
| Structure (Commercial) | 13 | 15 | 15.38% | 2 | ↑ |
| Vehicle | 35 | 28 | -20.00% | -7 | ↓ |
| Outside | 20 | 24 | 20.00% | 4 | ↑ |
| Open Burning | 19 | 38 | 100.00% | 19 | ↑ |
| YTD Total | 139 | 160 | 15.11% | 21 | ↑ |

Rockford Fire Department

QRV Program-Station 1 (Jump Company)

| Station 1 Unit Responses | | |
|--------------------------|----------|----------|
| | 2011 YTD | 2012 YTD |
| Engine 1 | 664 | 559 |
| Ladder 1 | 445 | 236 |
| Rescue 1 | | 322 |
| Total | 1,109 | 1,117 |



- Located at Station 1
- “Jump” Company with Ladder 1
- Responds to Medical Calls only

Rockford Fire Department

QRV Program-Station 2

| Station 2 Unit Responses | | |
|--------------------------|----------|----------|
| | 2011 YTD | 2012 YTD |
| Engine 2 | 631 | 451 |
| Ladder 2 | 599 | 242 |
| Rescue 2 | | 652 |
| Total | 1,230 | 1,345 |



- Located at Station 2
- Separate Company
- Responds to everything but vehicle accidents and open burning

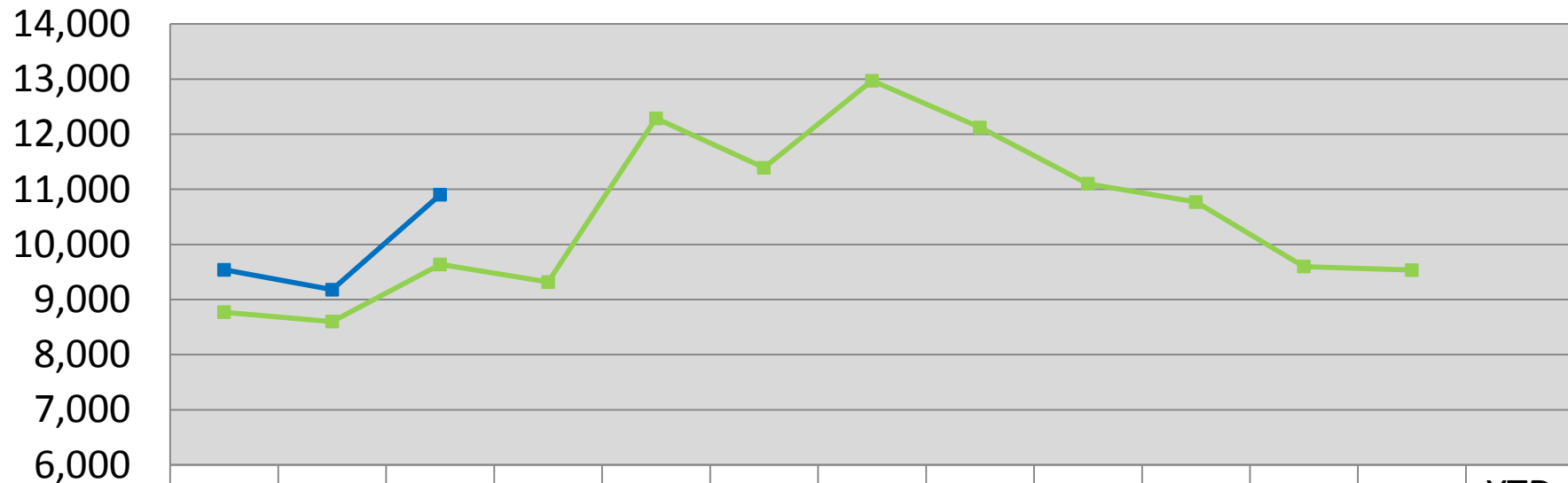
Rockford Fire Department

911 Calls

| Month | 2011 YTD | 2012 YTD | % Change | Diff | |
|-----------|----------|----------|----------|-------|---|
| Jan | 8,768 | 9,539 | 8.79% | 771 | ↑ |
| Feb | 8,600 | 9,178 | 6.72% | 578 | ↑ |
| Mar | 9,635 | 10,903 | 13.16% | 1,268 | ↑ |
| Apr | 9,317 | | | | |
| May | 12,286 | | | | |
| Jun | 11,392 | | | | |
| Jul | 12,971 | | | | |
| Aug | 12,122 | | | | |
| Sep | 11,101 | | | | |
| Oct | 10,768 | | | | |
| Nov | 9,597 | | | | |
| Dec | 9,534 | | | | |
| YTD Total | 27,003 | 29,620 | 9.69% | 2,617 | ↑ |

Rockford Fire Department

911 Calls



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD Total |
|----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----------|
| 2011 | 8,768 | 8,600 | 9,635 | 9,317 | 12,28 | 11,39 | 12,97 | 12,12 | 11,10 | 10,76 | 9,597 | 9,534 | 27,00 |
| 2012 | 9,539 | 9,178 | 10,90 | | | | | | | | | | 29,62 |
| % Change | 8.79% | 6.72% | 13.16 | | | | | | | | | | 9.69% |

Rockford Fire Department

3 Reasons to Call 911

- Crimes in Progress
- Fire
- Medical Emergency



Non Emergency #

815-966-2900

Rockford Fire Department

Achievements

- Officer Development Program
- Chicago/Rockford International Airport Annual Table Top Exercise
- Completion of NIMS 300 & 400 (National Incident Management System) for all Chief Officers, Captains, and Lieutenants on promotional list
- Hosting Aircraft Rescue and Firefighting Class for the region
- Hosting High School Fire Science program from Chicago area at our training facility with RPS 205

Rockford Fire Department

Areas of Improvement

- Super User program
- Fire Code Compliance Education
- Vacant building inventory
- Reduce out of service time for training. Implement “flipping the classroom” techniques.

Public Works

PRESENTED BY:

Kwame Calvin-Transportation & Facilities Manager

Mark Stockman-Street Superintendent

Tim Holdeman-Water Superintendent

Public Works Safety Update

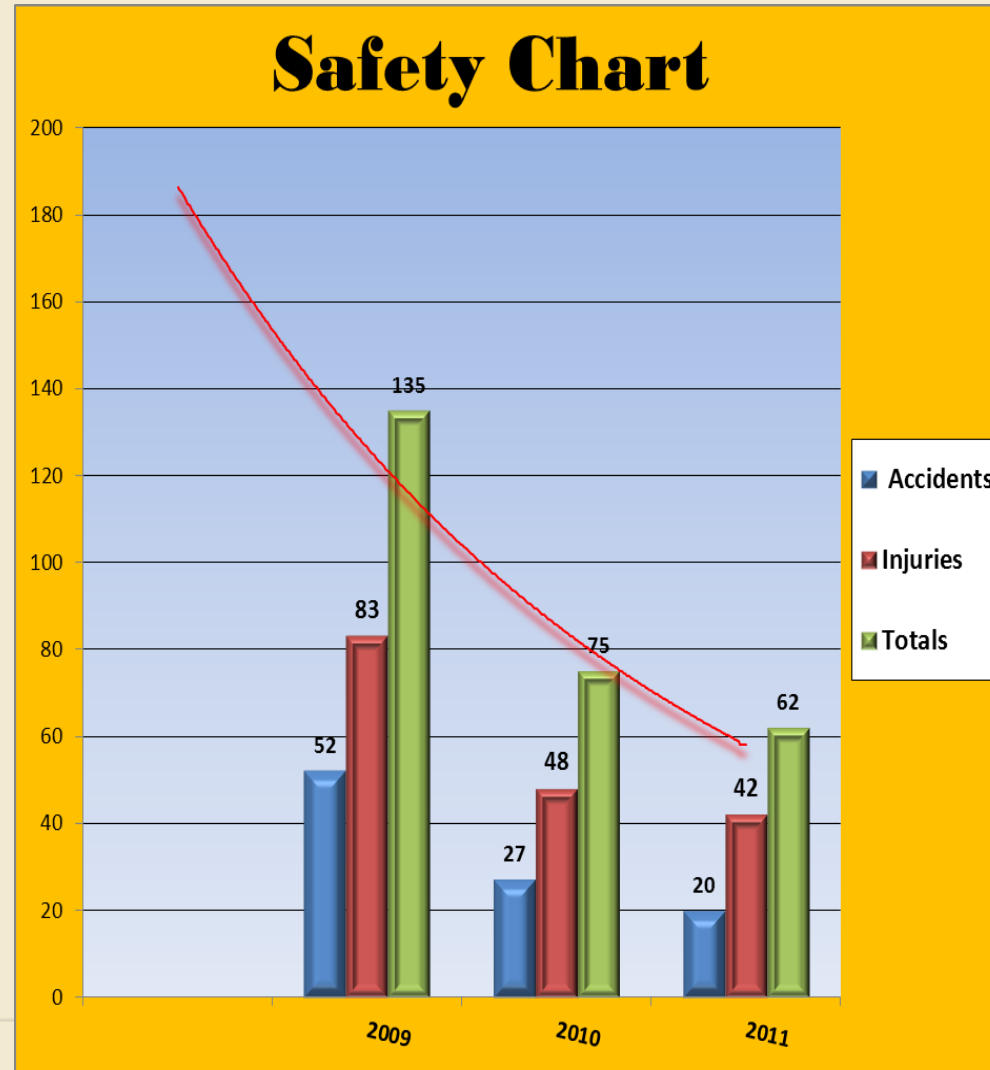
PRESENTED BY:
Kwame Calvin-Transportation & Facilities
Manager

PW-Safety Update

2009-2011 Comparison

3 Year Reduction

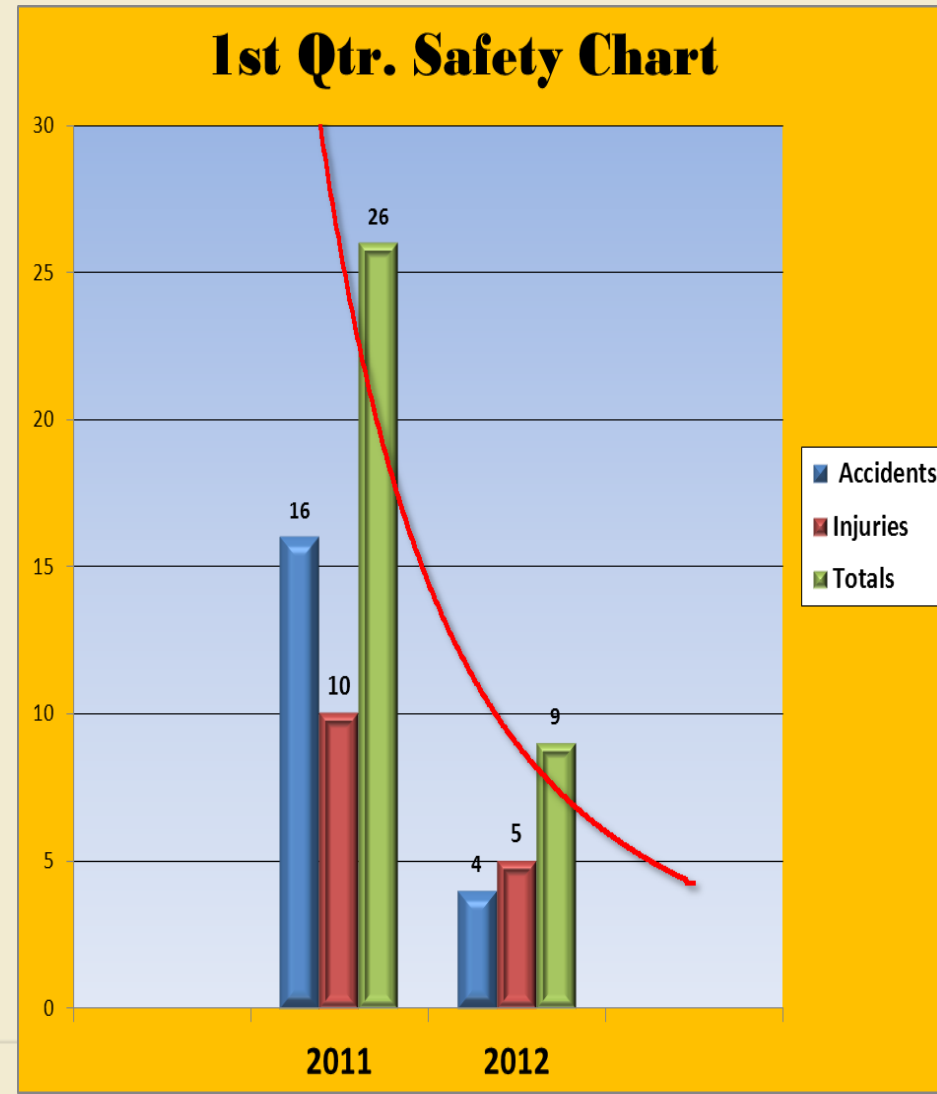
- Since 2009 the Public Works Department has reduced Accident and Injuries by 55%.
- We have reduced Injuries from 83 in 2009 to 42 in 2011.
- We have reduced Accidents by 62% in a 3 year span.
- Our most severe injury (Back) has been reduced by 62% since 2009.



PW-Safety Update

1st Quarter Safety

- First Quarter 2012, PW has reduced Injuries and Accidents by 65% from 2011.
- We have reduced our Injuries by 75% YTD 2012 versus 2011-1st Quarter!
- For the first time in recorded history, the Public Works Department recorded zero Injuries and Accidents for an entire month (March 2012).
- Public Works presented 83 Safety Awards to our employees in our 1st Annual Safety Awards Ceremony.



PW-Safety Update

1st Annual Safety Awards



PW-Safety Update

Safety Program

- We conduct monthly Safety meetings with our Safety reps. and mgmt. team to address concerns and create solutions.
- Each supervisor gives out daily safety tips pertaining to their areas of operation. A monthly safety tip is posted in each area.
- We analyze all Accidents and Injuries looking for trends and evaluation percentages.
- The key to any effective Safety program is communication and awareness.

Public Works Injuries and Accidents Analysis

| Accidents | | | | | | | | | | |
|---------------------|--------|---------|-----------|----------|--------|---------|-------|-----------|----------|--------------|
| | Monday | Tuesday | Wednesday | Thursday | Friday | Weekend | Total | | | |
| Day of the Week: | 1 | 2 | 0 | 2 | 1 | 1 | 7 | | | |
| Percentage: | 14% | 29% | 0% | 29% | 14% | 14% | 100% | | | |
| At Fault: | | 1 | | 1 | 1 | 1 | 4 | % of PW | | |
| Not At Fault: | 1 | 1 | | 1 | | | 3 | Accidents | At Fault | Not At Fault |
| Street: | | | | | | 1 | 1 | 14% | 100% | 0% |
| Transportation: | | 1 | | | | | 1 | 14% | 0% | 100% |
| Water Distribution: | | | | | | | 0 | 0% | | |
| Water Production: | | 1 | | | 1 | | 2 | 29% | 100% | 0% |
| Engineering: | | | | | | | 0 | 0% | | |
| Snow & Ice | 1 | | | 2 | | | 3 | 43% | 33% | 67% |

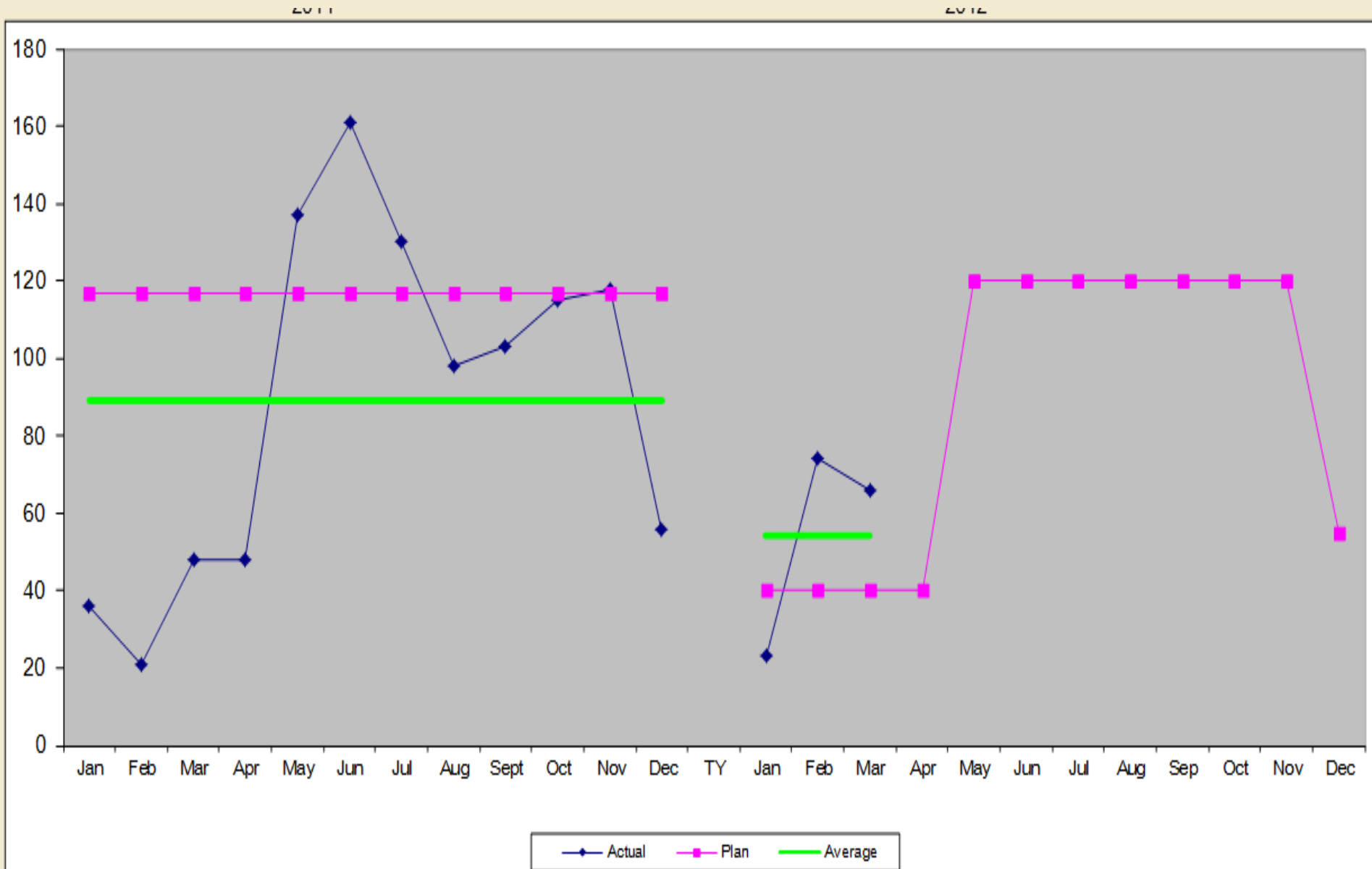
| Injuries | | | | | | | | | | |
|----------------------|--------|---------|-----------|----------|--------|---------|-------|-----|--|--|
| | Monday | Tuesday | Wednesday | Thursday | Friday | Weekend | Total | | | |
| Day of the Week: | 0 | 2 | 0 | 1 | 1 | 0 | 4 | | | |
| Percentage: | 0% | 50% | 0% | 25% | 25% | 0% | 100% | | | |
| Street: | | 2 | | | | | 2 | 50% | | |
| Transportation: | | | | 1 | | | 1 | 25% | | |
| Water Distribution: | | | | | 1 | | 1 | 25% | | |
| Water Production/CS: | | | | | | | 0 | 0% | | |
| Engineering: | | | | | | | 0 | 0% | | |
| Snow & Ice | | | | | | | 0 | 0% | | |

Graffiti Update

PRESENTED BY:
Kwame Calvin-Transportation & Facilities
Manager

PW-Graffiti Update

2012 YTD Dashboard



PW-Graffiti Update

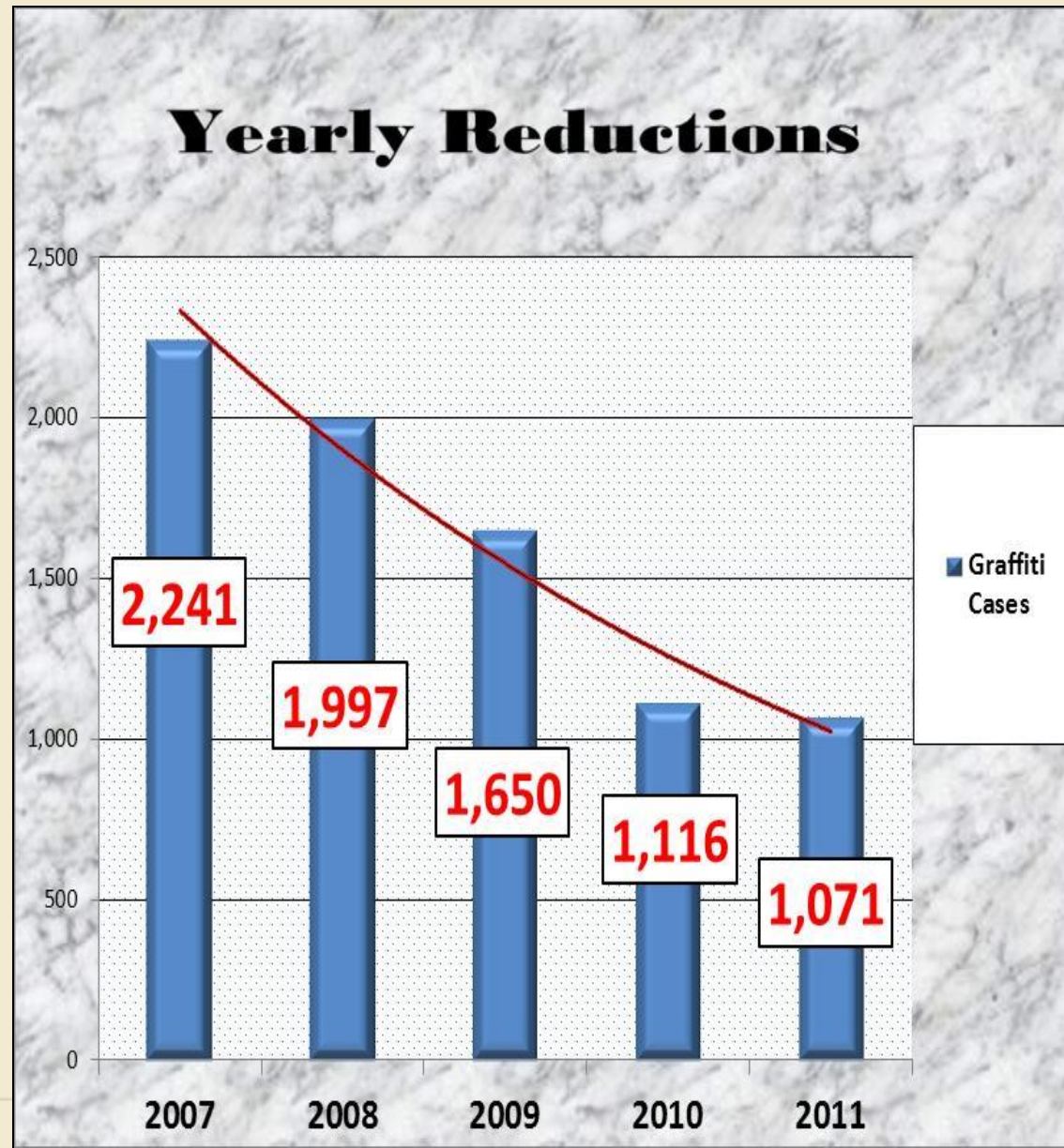


- We have 163 graffiti request in the first 3 months this year. That's a 35% increase from last year (105)
- We currently have 88 open cases.
- We will plan to a Graffiti Blitz April 9th thru April 14th.
- Our goal is a 3.5 day average removal time or less.

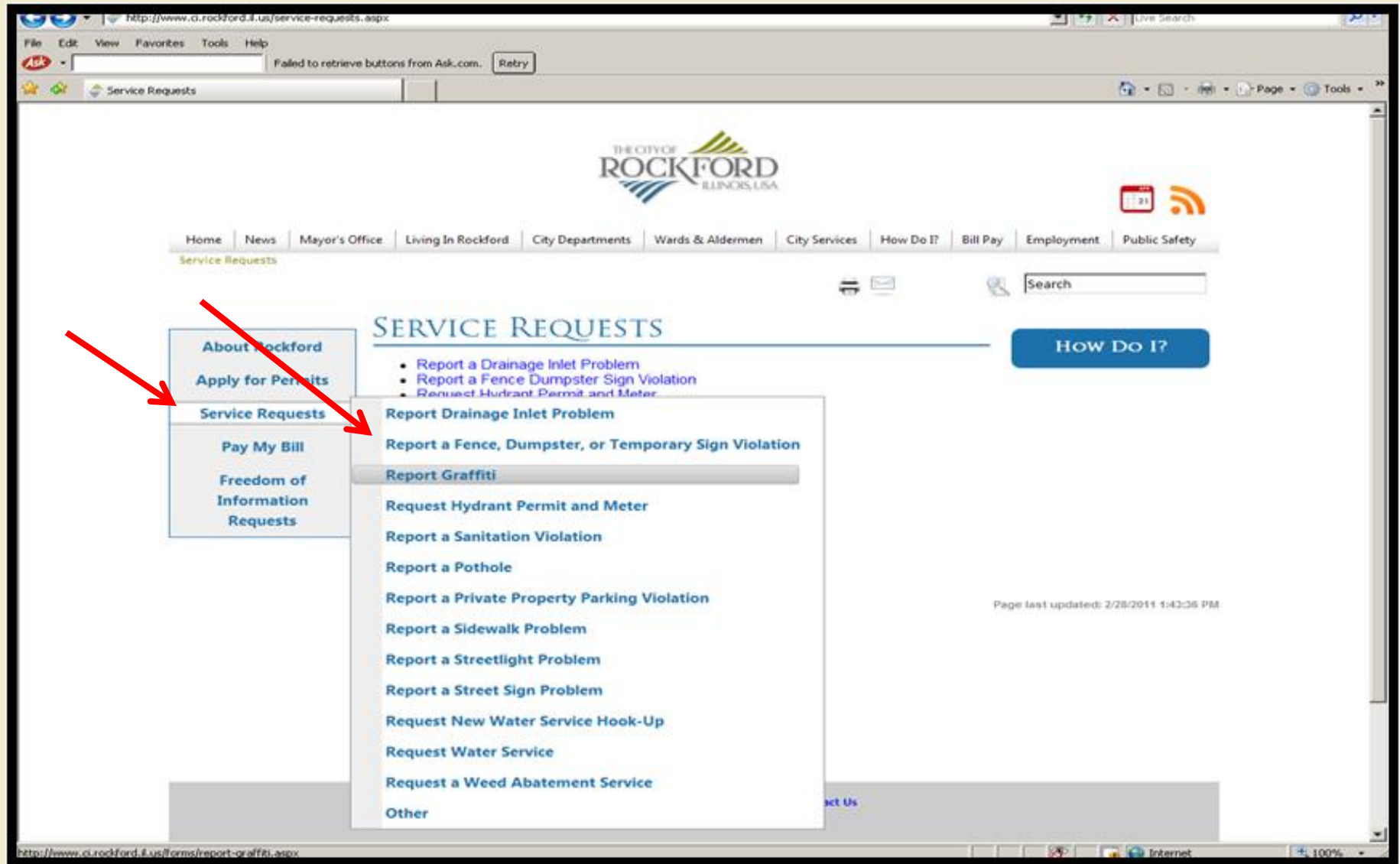


PW-Graffiti Update

- Through the partnership of the Graffiti Department and Police, the data reflects that we have reduced graffiti substantially in the past 5 years.
- Since 2007 we have 53% reduction in graffiti cases.



PW-Graffiti Update



PW-Graffiti Update

Achievements

- 4.2 day removal time on a goal of 5 days.
- 5 % reduction in graffiti cases in 2011(1,071) compared to 2010 (1,116).
- We averaged 89 graffiti cases per month surpassing our goal of 117 cases per month.
- \$6,756 recovered in restitution in 2011. This year we have already collected \$3,120 in restitutions fees.
- Continual reductions in yearly graffiti cases from 2007 to 2012

Areas of Improvement

- Wards 5,11 and 13 have more Graffiti than all of the other wards combined

Street & Transportation

PRESENTED BY:
Mark Stockman - Superintendent

PW-Street & Transportation Division

Dashboard

| Monthly Performance | | 2012 Monthly Target | Jan | Feb | Mar | Apr | May | Jun |
|---------------------|---|---------------------------|------|-------|-------|-----|-----|-----|
| Street Operations | Open Pothole Requests | 200 | 21 | 21 | 48 | | | |
| | Potholes Patched | 8500 | 7387 | 11009 | 10891 | | | |
| | Potholes Requests - Average Days to Close | 5 | 2.2 | 2 | 2 | | | |
| | Miles of Street Swept | 500 | | | | | | |
| | # Trees Trimmed | 200 | 102 | 188 | 390 | | | |
| | Open Forestry Requests | 300 | 450 | 392 | 343 | | | |
| | Forestry Requests - Average Days to Close | 60 | 132 | 133 | 81 | | | |
| | Total Requests | 850 | 956 | 884 | 949 | | | |
| | Total Requests - Average Days to Close | 20 | 28.6 | 42 | 24 | | | |
| | Total Open Requests | 600 | 566 | 446 | 502 | | | |
| Traffic Operations | Graffiti Removal Time in ≤ 5 days | 95% | | | 43% | | | |
| | % Signals Repaired Compared to Reported | 95% | 99% | 80% | 99% | | | |
| | % Signals Replaced Compared to Reported | 95% | 100% | 66% | 71% | | | |
| | Signal Bulb Outage Response Time in ≤ 24 hrs | 95% | 98% | 99% | 100% | | | |
| | City Street Light Outage Response Time ≤ 5 days | 95% | 100% | 95% | 100% | | | |
| | Parking Lot Striping % to Plan | 95% | | | | | | |
| | % Sign Repaired/Replac. to Reported | 95% | 100% | 100% | 97% | | | |
| | Signs Repair/Replac. Response Time ≤ 5 days | 95% | 100% | 100% | 100% | | | |

PW-Street & Transportation Division

Achievements

- Completed preparations with Elgin Sweeping to begin Spring cycle on April 2, 2012
- Citizen requests for Pothole Patching continue to remain at low levels.
- Forestry Operations continue to trend in a positive direction. Tree maintenance training is scheduled for April 2012.
- Near completion of Cedar St. Training Center.
- Public Works sustained no accidents or injuries during the Month of March.

Areas of Improvement

- Forestry operations
- Traffic Signal knockdowns repaired or replaced
- Graffiti response time

Water Division

PRESENTED BY:
Tim Holdeman-Water Superintendent

PW-Water Division

Scorecard

| Monthly Performance | | 2012 Monthly Target | Jan | Feb | Mar | Apr | May | Jun | |
|---------------------|------------------|---|------|------|------|------|-----|-----|--|
| Water Operations | Distribution | Emergency Repair Time (hours) | 3 | 2.5 | 1.5 | 0.9 | | | |
| | | % of Total Repairs That Are Planned | 80% | 86% | 79% | 78% | | | |
| | | Emergency JULIE Locate Response Time (hrs) | 2 | 0.5 | 0.5 | 0.5 | | | |
| | | Backlog of Non-Emerg Repairs (Weekly Avg) | 25 | 23 | 9 | 17 | | | |
| | | # of Winter Backlog Jobs | 130 | 27 | 59 | 7 | | | |
| | | Water Main Flushed (mi) | 20 | 6 | 2 | 11 | | | |
| | Customer Service | Average # of Days to Correct Meter Problem | 30 | 14 | 8 | 12 | | | |
| | | # of Days for First Available Scheduling | 3 | 0.5 | 0.2 | 0.5 | | | |
| | | % of Citizens Receiving 1st Choice Scheduling | 90% | 99% | 100% | 98% | | | |
| | | Call Center Pick Up Response Time (sec.) | 15 | 10 | | | | | |
| | | % of Calls Dropped | 5% | 3.8% | | | | | |
| | Production | % Meeting Demand for Water Pumped | 110% | 172% | 163% | 165% | | | |
| | | Service Pressure Excursions | 200 | 57 | 52 | 130 | | | |
| | | % of Total Maintenance Hrs Available | 70% | 79% | 65% | 76% | | | |
| | | # of Water Quality Complaints | 9 | 0 | 6 | 2 | | | |
| | | % of Total Production from Rehabed Wells | 80% | 85% | 79% | 84% | | | |
| | Financial | Total Amt Past 30 Days Due as % of Revenue | 5% | 3.8% | 3.9% | 3.4% | | | |
| | | Operating Revenue, % of Plan | 95% | 87% | 89% | 104% | | | |
| | | Number of New Water Connections | 8 | 2 | 14 | 2 | | | |

PW-Water Division

Achievements

Areas of Improvement

- Excellent Water Quality, Sufficient Supply & Pressure
- Hydrant Maintenance / Testing / Flushing / Program
- Fluoridation Compliance Award
- Illinois AWWA Presentations
- Youth Groundwater Festival
- Chlorination Training - Water Division Training Center (1111 Cedar Street)
- Well 37 VOC Treatment Design Review
- Secondary Wells – Pump-to-Waste Upgrades
- Sludge Management Plan
- Water Service Application Process Re-Engineering
- Water Service Order Process Improvements

Community & Economic Development

PRESENTED BY:

Charlie Schaefer –

Property Improvement Programs Manager

Heather Swartz –

Neighborhood Zone Coordinator

Code Enforcement

PRESENTED BY:

Charlie Schaefer-Property Improvement Programs Manager
Heather Swartz-Neighborhood Zone Coordinator

Code Enforcement

Scorecard

| Code Enforcement | | Jan-12 | Feb-12 | Mar-12 | Totals | YTD Average |
|------------------------------|---|--------|--------|--------|--------|-------------|
| Monitor Requests for Service | Monthly Performance | | | | | |
| | Total # of Complaints | 175 | 226 | 304 | 705 | 235 |
| | Total # of Unfounded Complaints | 67 | 71 | 80 | 218 | 73 |
| | # of Nuisance/Zoning Complaints | 118 | 164 | 250 | 532 | 177 |
| | # of Housing Complaints | 57 | 62 | 54 | 173 | 58 |
| | | | | | | |
| Case Compliance Rate | % rate of Voluntary Compliance | 83.0% | 77.4% | 87.6% | | 82.7% |
| | Avg. # of Days to Voluntary Compliance | 63.48 | 34.66 | 47.28 | | 48 |
| | % rate of Induced Compliance | 4.8% | 9.6% | 4.5% | | 6.3% |
| | Avg. # of Days to Induced Compliance | 41.57 | 46.27 | 45.13 | | 44 |
| | % rate of Forced Compliance | 12.2% | 13.0% | 7.9% | | 11.1% |
| | Avg. # of Days to Forced Compliance | 39.17 | 68.73 | 50.07 | | 53 |
| | | | | | | |
| Case Type Trending | # of Nuisance Cases | 34 | 70 | 114 | 218 | 73 |
| | # of Zoning Cases | 51 | 72 | 72 | 195 | 65 |
| | Total # of Nuisance/Zoning Cases | 85 | 142 | 186 | 413 | 138 |
| | # of Proactive Nuisance/Zoning Cases | 26 | 37 | 72 | 135 | 45 |
| | # of Housing Cases | 26 | 47 | 40 | 113 | 38 |
| | # of Condemnations | 15 | 28 | 5 | 48 | 16 |
| | | | | | | |
| City Efficiency | Avg. # of Nuisance/Zoning Cases Per Inspector | 28.333 | 47.333 | 62 | | 45.89 |
| | Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning) | 3.19 | 2.25 | 3.63 | | 3.0 |
| | Open Service Requests at end of Month (Nuisance/Zoning) | 0 | 7 | 23 | | 10.0 |
| | | | | | | |

Code Enforcement

Achievements

- Renewal of mowing contractors for abatement and City owned lots.
- Miracle Mile and State Street sign violations.
- Project Facelift: The Reprise set for July 9th through 13th.

Areas of Improvement

- Changes in staffing levels and pending new hires.
- Integration of Mi-Fi wireless devices and dated technology challenges.
- E-Waste issues and implementation of new statute into Code Enforcement and Rock River Disposal's processes.
- Cancellation of 4-11 Informational Sweep and identification of an alternative approach.

Code Enforcement

Great American Cleanup In Winnebago County

Saturday, April 28, 2012

9:00 AM to Noon

Registration Deadline Friday April 20, 2012

For More Information Call (815) 637-1343



Thank You!
Questions?